Problem: COP Order Header/Order Line Item Sales Amount mismatches causing **Posting Integrity Errors** when attempting to **Post Invoices to A/R.**

Problem Descripion: The total sales in the Order Header (Billing screen) does not match with total sales in Order Line Item. The reason for this happening is still unknown. However, this problem would cause an out of balance posting. The accounts receivable (sales portion) will not match the sales account when posting to general journal. Macola's original COP posting routine will not detect this situation. To better enhance Macola's functionality, NETcellent performs a checking between the order header total sales amount and the line item sales amount before the actual posting takes place. If the system finds any mismatches, it will give you a posting integrity error message and will not post the invoices. In addition, NETcellent has found that performing the following procedures does fix the mismatch and remove the integrity errors.

Problem Solution: Perform the following steps for each invoice in question.

1. Select **Print Invoices** from the **COP PROCESSING** pull-down menu.
2. Select Print.
3. Enter the Invoice Date - The date entered is the billing date that the invoice transactions posted to Accounts Receivable.
4. Enter the first order number within the range you wish to print. It is important that you specify the exact order number range that was entered prior to running posting, or select and print one order at a time.
5. After specifying the Order No(s) to print, **answer YES to the PRINT DUPLICATE INVOICES? question.**
6. Answer "**NO**" to the prompt: Are Invoices Just Printed OK?
7. Answer "**NO**" to the prompt: Do you wish to re-use Invoice Numbers?
8. Go to **ORDER BILLING** from **COP PROCESSING** and **UNSELECT** the order(s) **("O" type)** for the invoices just printed. For "I" and "C" type orders, go to change mode in order entry and bring up the order(s). Bypass the line item screen until the order billing screen appears, then exit.
9. If "O" type order(s) Go to **ORDER BILLING** and **SELECT for billing** the order(s) for the invoices just printed.
10. **PRINT** the invoices for the order(s) again. Make sure the line item total on the invoice is equal to the total sales amount at the bottom on the invoice.
11. **POST** the invoice(s).

Note: If you have NSI's Void Invoice Enhancement (Enh. 48), use it to void the invoice(s) that has the "Integrity Error". By doing this, you eliminate steps 1 thru 7. *Refer to Chapter 48 in NETcellent Standard Macola Enhancements Manual for usage instructions*.

If you have any questions please contact your Netcellent Reseller.