Financial Exceptions

A financial exception is the result of an error that occurs when transmitting financial information from BisTrack eConnect through eConnect for Microsoft Dynamics Integration Service to Great Plains for processing.

BisTrack logs financial exceptions in the Financial Exception report for review and management.

Note: For this course, financial exceptions apply only to those transactions transmitted between BisTrack and the Great Plains processing center.

Companies using other accounting software follow different procedures for managing the financial communications between BisTrack and their chosen financial processor.

Objectives

- Scheduling the Financial Exception Report

- Managing Financial Exceptions in BisTrack Desktop

- Considerations for Restarting eConnect Services

Scheduling the Financial Exception Report

The Financial Exception Report provides a list of any transactions that errored in the process of transferring them from BisTrack to Great Plains.

Begin by navigating to the Financial Exception Report in Business Intelligence.

From the menu panel, select Business Intelligence, then Reports, GL, and Financial Exception.

Right-click the report name and choose Properties.

Select the Schedules tab and then the Schedules button at the bottom of the window.

Choose the schedule parameters in the Schedule window as follows.

Decide how you want to schedule the report (Daily, Weekly, or Monthly), and choose a recurrence option.

Best practice is to schedule the report to run daily with delivery by email.

In the Daily Frequency section, decide how often you want the report to occur each day.

In the Duration section, choose a Starting date and End option.

In the Summary section, type a Description and name the report.

Select the Enabled checkbox to activate the report.

Review your entries and choose OK when finished.

Select Options and enter these details in the Report Scheduling Options window:

Choose a Destination format option from the drop-down menu.

Enter the required information for the selection you made in the previous step. This may include the report server selection, printer name, email address, or other information.

Choose OK.

The system displays a summary of your selections.

Select the Parameters button.

The parameters are typically already set up for the way the report is to run. Check with your system administrator before making any changes.

To complete the report setup, choose OK at the bottom of the Financial Exception Properties window.

Notice that the listing for the Financial Exception report includes a Scheduled icon.

Managing Financial Exceptions in BisTrack Desktop

Managing financial exceptions between BisTrack and Great Plains begin with identifying errors on the Financial Exception report.

It's best practice to run and examine this report daily.

Follow along as we show you the basics of managing financial exceptions.

Begin by examining your scheduled report.

Identify the error types you'll need to correct. In this example, the report shows errors for Average Cost Adjustment, Customer, Direct Posting, and Supplier.

Note that for GL-related Supplier errors, you must submit a Support case. You can process all other error types, including those for suppliers within BisTrack, and when resolved, re-export them.

From the BisTrack home page, select the Financial tab.

In the Audit section, choose Financial Export Summary.

Be careful to choose Financial Export Summary instead of Financial Export.

The Financial Export option applies only to those customers who use means other than Great Plains to communicate their financial transactions.

In the Financial Audit window, enter the header information you want to filter the report.

If you know the document number, you can enter that to help narrow the results.

When finished, press Go.

Results display in the grid.

Look for lines that have an error icon.

Right-click an errored line, and choose View Exported Data.

Details for the error appear in the Export Line Data window on the Std Error line.

Make a note of the error and address it based on your company's policies.

Select Close to exit the Invoice Export Line Data window.

If your report showed more than one error type, select a new type from the drop-down menu, and press Go.

Repeat the process to manage each error indicated on the Financial Exception report.

Considerations for Restarting eConnect Services

BisTrack processes financial information to Great Plains with two systems:

- BisTrack eConnect service sends scheduled transactions to Great Plains.

- eConnect for Microsoft Dynamics receives and verifies the transactions on the Great Plains side.

Interruptions to the services such as upgrades to BisTrack that require restarting the system result in financial exception errors.

These errors appear on the Financial Exception Report.

Reconnecting eConnect Services requires the use of BisTrack Services Maintenance dashboard.

Reconnecting eConnect Services also requires an understanding of how BisTrack eConnect and eConnect for Microsoft Dynamics communicate.

If the dashboard is not installed on your site, submit a case to BisTrack support.

With this in mind, follow the procedures provided with eConnect services to restore communication between BisTrack and Great Plains.

Recap

In this course, we:

- Showed how to schedule the Financial Exception report

- Showed how to manage Financial Exceptions in BisTrack Desktop

- Presented considerations for restarting eConnect services

About Epicor

Epicor Software Corporation drives business growth. We provide flexible, industry-specific software that is designed around the needs of our manufacturing, distribution, retail, and service industry customers. More than 40 years of experience with our customers' unique business processes and operational requirements is built into every solution—in the cloud, hosted, or on premises. With a deep understanding of your industry, Epicor solutions spur growth while managing complexity. The result is powerful solutions that free your resources so you can grow your business. For more information, connect with Epicor or visit www.epicor.com.

EPICOR

Corporate Office	Latin America and Caribbean	Europe, Middle East and Africa	Asia	Australia and New Zealand
804 Las Cimas Parkway	Blvd. Antonio L. Rodriguez #1882 Int. 104	No. 1 The Arena	238A Thomson Road #23-06	Suite 2 Level 8,
Austin, TX 78746	Plaza Central, Col. Santa Maria	Downshire Way	Novena Square Tower A	100 Pacific Highway
USA	Monterrey, Nuevo Leon, CP 64650	Bracknell, Berkshire RG12 1PU	Singapore 307684	North Sydney, NSW 2060
Toll Free: +1.888.448.2636	Mexico	United Kingdom	Singapore	Australia
Direct: +1.512.328.2300	Phone: +52.81.1551.7100	Phone: +44.1344.468468	Phone: +65.6333.8121	Phone: +61.2.9927.6200
Fax: +1.512.278.5590	Fax: +52.81.1551.7117	Fax: +44.1344.468010	Fax: +65.6333.8131	Fax: +61.2.9927.6298