



Boston Government Services, LLC

AP Pay File Email Not Received Resolution Process Work Aid

BGS-WA-18-SQAP-03

Revision 0

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	Page 2	

Revision History

Rev. #	By	Changes
0	Tim Olvey	New Work Aid



AP Pay File Email Not Received Resolution Process Work Aid

This work aid outlines the process to resolve a situation where the client does not receive an AP Pay File report.

1. **Advise** the client that we will work the issue, however they cannot process any Freight Bills until we resolve.
2. **Change** status of Freight Bills that are set to 'Sent to AP' for that specific day back to 'Approved for Payment'.
3. **Look** for any missing information.
4. **Find** issue and input data or inform the client what they need to do to resolve.
5. **Advise** client after issue is resolved that they can **re-submit** to AP. They should **receive** an email with the report that it has sent successfully.