
PAYMENT SERVICES USER MANUAL 1

**INVOICE IS LOCKED MESSAGE OR INVOICES ARE NOT
UPLOADED TO STARS 1**

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When a user opens an invoice, the application "locks" the invoice to prevent other users from making changes to it. A message will be displayed at the top of the screen indicating who has locked the invoice.

However, there is a time limit for this lock. After 15 minutes, another user can select the invoice and that user will then have the invoice locked.

Be sure to use the **Back** button in the application or to click the **Log Off** button to properly exit an invoice or exit Payment Services.

When the first user then tries to save the invoice, an error message "Invoice not updated because another User has modified it" will be displayed. The first user must go to the **Status** screen and select the invoice. If the invoice is still locked by another user, a message will be displayed at the top of the screen indicating who has locked the invoice. You could then contact that user and determine what needs to be done with the invoice.

Sometime invoices are not uploaded to STARS, even though users are sure they have been approved and the status of the invoice is "**Released**". This can happen if an approver does not exit the application correctly (e.g., users will simply close the browser rather than log off) or if an approver clicks the back button of the browser instead of using the **Back** button within the application. (Whenever invoices are open, they are locked, whether or not it is the intent of the user to make changes.)

Any invoice that is locked at the time Payment Services uploads the transactions to STARS will not be uploaded. The upload happens nightly at 6:30 PM MST.