

Fairwater/D365 - CustTransOpen Error

This error occurs when posting Cash Receipts and indicates a mismatch in the DA Due Date between Fairwater and D365. The source issue tends to be a DA Sync error when the DA is billed and if it is addressed at the time of the error there is not an issue. But, if the DA is added to D365 in a subsequent Accounting Period then this becomes a problem. To resolve we adjust the DA Due Date in D365 to match the Fairwater DA Due Date.

1. Go to Accounts Receivable / Open Customer Invoices
2. Select your invoice from the list
3. Click on Transactions
4. Click on Open Details
5. Modify the Due Date to match the Fairwater DA Due Date
6. Close
7. Re-Sync the Cash Receipt Entry in Fairwater

The screenshot shows the SAP Finance and Operations interface. The top navigation bar indicates the path: Accounts receivable > Invoices > Open customer invoices. The 'Transactions' tab is selected, showing a list of open invoices. The first invoice, CCL-RFT-000174, is selected. The 'Open details' tab is then selected, showing the transaction details for CCL-RFV-30000173. The 'Due date' field is highlighted with a red box, showing the current date 11/27/2024. The 'Standard view' section shows the 'Open transactions' table, where the 'Due date' field is also highlighted with a red box, showing the date 11/27/2024.

Finance and Operations

Accounts receivable > Invoices > Open customer invoices

Transactions Invoice Options

View Settle Collect Ship Details Intercompany Document

Payments Settle open transactions New collection letters Print/Post interest notes Shipping specifications Charges Synchronize batch/serial numbers View

Interest notes Closed transaction editing Print/Post letters Write off Bill of lading Posted sales tax Invoice posting Send

Collection letters New interest note View collections history Commission transactions Print

Open customer invoices

Open Invoices

Filter Include credit notes No

Invoice	External Invoice Id	Customer account	Name	Date	Due date	Invoice amount	Currency
CCL-RFT-000174	2426987P-1	10489	SMITH FOREST PRODUCTS INC.	10/28/2024	11/27/2024	2,754.47	USD

Finance and Operations

Accounts receivable > Invoices > Open customer invoices

Edit Voucher View settlements Settlement Original document Open details Collections Bill of exchange Reverse Cash flow forecasts Options

Customer transactions | 10489 : 10/28/2024

My view

Filter Show All Date 1/31/2025 Hide currency revaluations

Voucher	Transaction type	Date	Due date	External Invoice Id	Invoice	Description	Amount in transaction currency
CCL-RFV-30000173	Customer	10/28/2024	11/27/2024	2426987P-1	CCL-RFT-000174	Free text invoice	2,754.47

Standard view

Open transactions

Open Cash discount Collections

Customer account	Date	Amount	Amount in transaction currency	Due date	Deadline	Cash discount date	Cash discount ...
10489	10/28/2024	2,754.47	2,754.47	11/27/2024			0.00

** SIMPLY5(S5) PDA RECALL / REVISE FUNCTION **

Port offices sometimes will use the SYNC PROFORMA button in Fairwater to submit proforma to Simply5, but then later, will add more services or fees and then try to click SYNC PROFORMA button again. Please note that this will not work.

If you need to change a proforma already synched, then you must go to the Simply5 “Proforma Entry” screen for that call, and click on the “Recall” button at bottom of screen in order to recall the proforma (see bottom of below screenshot). Only then can you go back to Fairwater, and click the SYNCH PROFORMA button again to submit updated proforma.

Please note that if the Simply5 screen shows that the PDA has already been approved by the Hub or Client (2nd screen shot below), then the “Recall” function will not work, and you will not be able to submit any changes unless you write to S5 Finance Hub and ask them to RESET the PDA. After they RESET you can then update the PDA in FW and re-sync.

LONG BEACH

Port Code
USLGB

Entity: S5
Branch: LONG BEACH (USLGB)
Principal: IINO KAIJUN KAISHA LTD (IKA)
Res. Party: IINO KAIJUN KAISHA LTD (IKA)
Vessel: KING ISLAND (9537006)

Call Type: FW
System ID:
Reference No:
Created On: 17/Apr/2023 06:00
Created By: SOICHIROH-IKA

ETA
00:00
27/Apr/2023

ETD
00:00
28/Apr/2023

Proforma Entry

IINO KAIJUN KAISHA LTD (IKA) [Commercial (P)]

PDA (01)

Local Currency*
USD

DA Currency*
USD

ROE Status*
E

PDA ROE*
1.0000000000

Finalized ROE
0

Adv %
0

Credit Terms
Days

Due Date

☐ Merge Direct Bill

☐ PDA Recd. Via Email

☐ All Invoice Ready

☐ Exclude From Invoices Ready Alert

Bank*
DEUTSCHE BANK(IKA,USD) - NL51DEUT3319054325

SAVE

DELETE

PAID BY OTHERS

SPLIT DOCUMENT

SPLIT ORISC DOCS

RECALL/RESUBMIT/REUSE

FIN HUB REMARKS

Expense Code	Expense Description	Tariff Curr	Qty	Rate/Unit	PDA Amount (USD)	PDA Amount (USD)	ROE (USD To USD)	Remarks	Docs
1000	PORT CHARGES				6,500.78	6,500.78			
1021	PILOTAGE	USD	1	3,600.00	3,600.00	3,600.00	1.0000000000	IN / OUT	I ☒
1080	SHIP MOVEMENT REPORT/VTS	USD	1	400.78	400.78	400.78	1.0000000000	Vessel Traffic Services	I ☒
1999	OTHER PORT CHARGES	USD	1	1,000.00	1,000.00	1,000.00	1.0000000000		I ☒
4000	AGENCY CHARGES				1,500.00	1,500.00			
4010	AGENCY FEE	USD	1	1,500.00	1,500.00	1,500.00	1.0000000000		I ☒
Total					6,500.78	6,500.78			

Curr. Status : PDA RE SUBMITTED TO GFH

☐ Missing in Template

☐ Unsaved

☐ Recently Saved/Modified

☐ Disputed

☐ Newly Added

☐ Exclude Zero

PRINT PDA

EXPORT

EXPORT TEMPLATE

RECALL/REUSE

HISTORY

Rejection Category

Workflow
PDA APPROVAL - IINO KAIJUN KAISHA LTD

Actions

Current Action
PDA RESUBMITTED TO GFH
Upload Supporting Docs

Remarks
AUTOSUBMITTED FROM FW

Current Remarks

Action Pending For [GFH-PROCESSOR]

Submit

Recall

