


Billing (Accounting) - Billing Error Message Returned (20964)

Last Modified on 04/23/2026 1:39 pm PDT

We've resolved an issue where some billing jobs would get stuck in a "Processing" status and return an error after processing failed. This was related to a recent enhancement to anniversary billing proration logic and is now working as expected. An additional issue was also resolved that caused the invoice to pull in historical charges that were previously billed for.

Pending and In Process		History			
	DIVISION	All			
BILL GROUP	DIVISION	BATCH ID ↑	TYPE	STATUS	INVOICE DATE
28 Day Arrears	HOUSTON	26120	All Charges	Not Started	05/01/2025
Anniversary 4WK Ar...			All Charges	Not Started	01/27/2026
Annual Billing			All Charges	Processed	01/15/2025
Auto Pay Test			All Charges	Posted	03/19/2026
Blanket PO Test			All Charges	Processed	02/03/2026
Catch Up Billing Test			All Charges	Not Started	04/01/2026
Catch Up Billing Test			Catch Up	Processed	03/01/2026
Catch Up Testing - ...	CORPUS	26669	Catch Up	Not Started	04/01/2026
Catch Up Testing - ...	CORPUS	26737	All Charges	Not Started	03/22/2026
COR 28 Adv	CORPUS	26689	All Charges	Not Started	03/14/2026

- Edit Batch
- Pre-Billing
- Process Billing
- Void
- Omit Divisions from Billing Batch

Pathway: Accounting > Billing