PAMS V2

Help & Troubleshooting — Financial

September 12, 2026

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Letters Of Guaranties

Symptom	Likely cause	Fix
The L/G form does not save.	Required information is missing or is not valid.	Complete the required information on the form and select **Save** again.
You receive a warning when leaving the form.	The form contains unsaved changes.	Select **Save** to retain the changes, or leave the form only if the changes are not required.
The L/G cannot be returned to the initial requested stage.	The L/G has one or more extensions or deductions.	Continue managing the L/G in its current process stage.
Approval cannot proceed.	The L/G is still awaiting the required approval.	Keep the L/G in **Awaiting Approval** until the appropriate approval is completed.

Letters Of Guaranties

Principal Invoices

Symptom	Likely cause	Fix
The invoice cannot proceed through approval processing.	Invoice validation is not valid.	Complete and validate the required invoice information before using **Request for approve invoice**.
You cannot change the principal invoice.	Binding invoices exist.	Do not make changes to the principal invoice while it is bound by related invoices.
You cannot revert the principal invoice.	Binding invoices exist.	Keep the invoice in its current state because reversal is not allowed when binding invoices exist.

Symptom	Likely cause	Fix
You are asked whether the invoice is completely paid.	You selected **Consider As Paid**.	Confirm that the full principal invoice amount has been paid before proceeding.

Principal Invoices

Bank Guaranties

Symptom	Likely cause	Fix
The L/G cannot continue through approval processing.	The related Offer has not been approved.	Complete approval for the Offer before continuing.
Approval is still pending.	The Offer is awaiting approval from the manager.	Have the manager complete the approval action.
Related Order processing cannot continue.	The Order has not been accepted and confirmed.	Ensure that the Order is accepted and confirmed first.
The L/G cannot return to its initial condition.	The L/G has one or more extensions or deductions.	Continue managing the L/G from its current lifecycle position.

Bank Guaranties

Account Invoice

Symptom	Likely cause	Fix
The invoice does not progress through approval processing.	The invoice has not passed validation, or the applicable approval process has not been completed.	Correct the validation issues and complete the required approval processing before continuing.
You cannot change or revert the invoice status.	Binding invoices apply to the invoice.	Retain the current invoice status; changes and reversions are not permitted for binding invoices.
You are unsure whether to mark the invoice as paid.	The principal invoice or invoices may not be completely paid.	Confirm that the principal invoice or invoices are completely paid before selecting **Consider As Paid**.
You receive a warning when leaving the page.	The invoice contains unsaved changes.	Review the changes before leaving the Account Invoice page.

Account Invoice

Invoice

- You cannot change an invoice → Binding invoices apply → Changes are not allowed for the invoice.
- You cannot revert an invoice → Binding invoices apply → The invoice cannot be reverted.
- You cannot mark an item as not delivered → A due invoice already exists → Resolve the due invoice requirement before attempting the delivery reversal.
- Your account is locked → Failed attempts caused the account lock → Stop further attempts and use the applicable account-access process.

Invoice