UNIVERSITY OF DELAWARE EXCHANGE

Auto Return Troubleshooting Tips
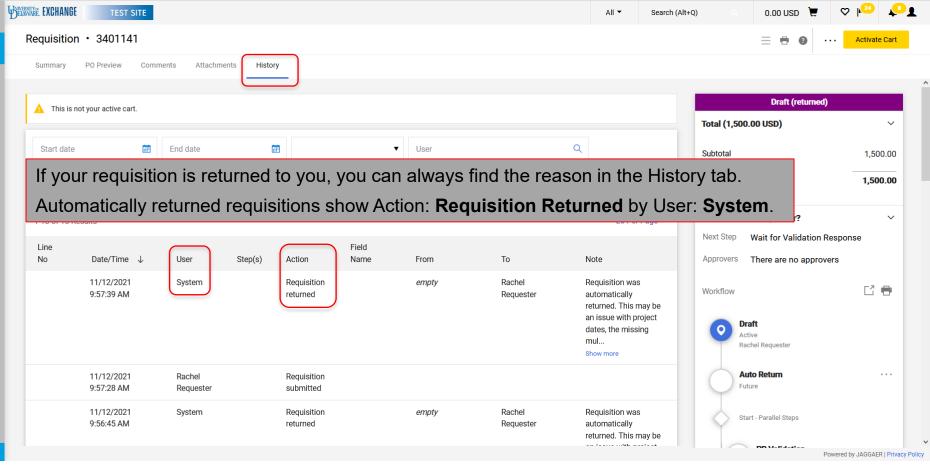
Revised 6/4/2023

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System Returns in UDX

- Requisitions can be returned by the system workflow for multiple reasons.
- This guide will assist with troubleshooting the return reasons in the Auto Return, Invalid Commodity Code, and PR Validation workflow steps.

Summary   PO Preview   Comments   Attachments   **History**

⚠ This is not your active cart.

| Start date 📅 | End date 📅 | ▼ | User 🔍 |

If your requisition is returned to you, you can always find the reason in the History tab.

Automatically returned requisitions show Action: **Requisition Returned** by User: **System**.

Line No	Date/Time ↓	User	Step(s)	Action	Field Name	From	To	Note
	11/12/2021 9:57:39 AM	System		Requisition returned	*empty*		Rachel Requester	Requisition was automatically returned. This may be an issue with project dates, the missing mul... Show more
	11/12/2021 9:57:28 AM	Rachel Requester		Requisition submitted				
	11/12/2021 9:56:45 AM	System		Requisition returned	*empty*		Rachel Requester	Requisition was automatically returned. This may be an issue with project

Draft (returned)

Total (1,500.00 USD) ⌄

Subtotal   1,500.00
                                   ─────────
                                   1,500.00

⌄

Next Step   Wait for Validation Response

Approvers   There are no approvers

Workflow   ⬈ 🖨

◉ **Draft**
   Active
   Rachel Requester

○ **Auto Return**   •••
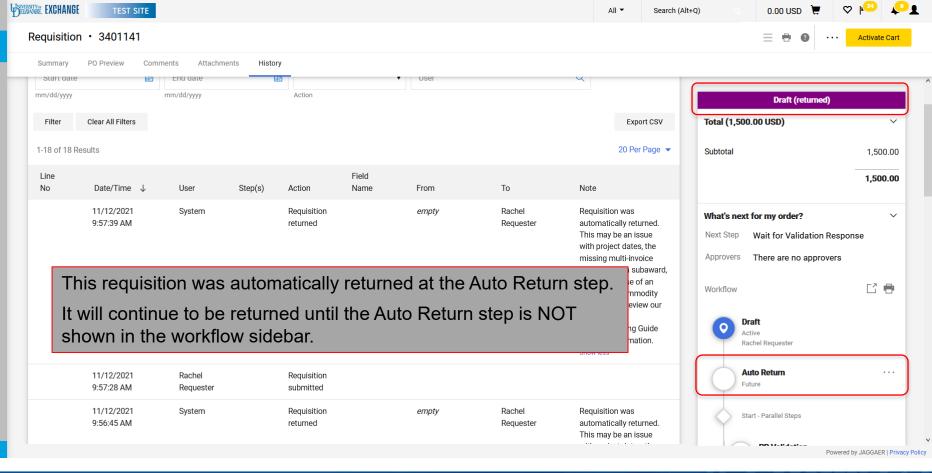   Future

◇ Start - Parallel Steps

PO Validation

Auto Return Errors

Auto Return is the very first workflow step

- Auto Return is based on rules built in UD Exchange, not PeopleSoft.

- There is only one error message supplied at this step, but it may mean one of several things.

- You will be able to preview an Auto Return error in workflow.

Summary   PO Preview   Comments   Attachments   History

Start date   End date   Action   User

mm/dd/yyyy   mm/dd/yyyy

Filter   Clear All Filters   Export CSV

1-18 of 18 Results   20 Per Page ▼

Line No	Date/Time	User	Step(s)	Action	Field Name	From	To	Note
	11/12/2021 9:57:39 AM	System		Requisition returned	*empty*		Rachel Requester	Requisition was automatically returned. This may be an issue with project dates, the missing multi-invoice...

This requisition was automatically returned at the Auto Return step.

It will continue to be returned until the Auto Return step is NOT shown in the workflow sidebar.

| | 11/12/2021 9:57:28 AM | Rachel Requester | | Requisition submitted | | | | |
| | 11/12/2021 9:56:45 AM | System | | Requisition returned | *empty* | | Rachel Requester | Requisition was automatically returned. This may be an issue with project dates... |

Draft (returned)

Total (1,500.00 USD) ▾

Subtotal   1,500.00
                            1,500.00

What's next for my order? ▾

Next Step   Wait for Validation Response

Approvers   There are no approvers

Workflow

◉ **Draft**
   Active
   Rachel Requester

○ **Auto Return**   ⋯
   Future

◇ Start - Parallel Steps

○ **PO Validation**

Fixing Auto Return Errors: **Grants**

- The values associated with a chartfield string, including the project end date, are stored in PeopleSoft and update in UD Exchange hourly during business hours.

- They are static, not dynamic, which means once they are in your requisition, if associated values update, you will not see it.

- You must re-enter the SpeedType for the associated values such as project end date to repopulate with the refreshed "VALID" code.

Fixing Auto Return Errors: **Grants**

Many rules in this step focus on grant spending.
- Only certain types of purchases are allowed around the end dates of many types of projects.
- If you are attempting to spend on a grant code, please review the end date of the grant and type of purchase.
- You may need to communicate with the Research Office about the grant's end date to proceed.

Requisition Date within 45 days after the Project End Date and Account NOT Publications (148300), Printing Services (144300) or Subawards (153200, 153300)

If **Project_Type** NOT IN ('DA','SVCTR','VPFED','VPGIF','VPOTH','VPSTA','FACIL') and

System Date = 'POST_45'

Account NOT IN LIST ('148300','144300','153200','153300')

Requisition Date between 46 and 60 days after the Project End Date and Account NOT Subawards (153200, 153300)

If **Project_Type** NOT IN ('DA','SVCTR','VPFED','VPGIF','VPOTH','VPSTA','FACIL') and

System Date = 'POST_46_60'

Account NOT IN LIST ('153200','153300')

Requisition Date greater than 60 days after the Project End Date

If **Project_Type** NOT IN ('DA','SVCTR','VPFED','VPGIF','VPOTH','VPSTA','FACIL') and

System Date = 'POST_61'

If the Research Office adjusts the end date of the grant, you will need to re-enter the SpeedType/project ID on the requisition to pick up the new dates before resubmitting!

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Requisition modified	Account Code	*empty*	141214
Requisition modified	Project End Date Flag 2	*empty*	:16.67%, :16.67%, :16.67%, :16.67%, :16.67%, :16.67%
Requisition modified	Project Type 2	*empty*	:16.67%, :16.67%, :16.67%, :16.67%, :16.67%
Requisition modified	Project End Date Flag 1	*empty*	VALID:16.67%, VALID:16.67%, VALID:16.67%, POST_46_60:16.67%, VALID:16.67%, VALID:16.67%
Requisiti			FEDRL:16.67%, FEDRL:16.67%, FEDRL:16.67%, OTHER:16.67%, FEDRL:16.67%, FEDRL:16.67%
Requisiti			:16.67%, :16.67%, :16.67%, :16.67%, :16.67%
Requisition modified	User Ref	*empty*	:16.67%, :16.67%, :16.67%, :16.67%, :16.67%
Requisition modified	Project ID	*empty*	CHEG32224723000:16.67%, CHEG31231221000:16.67%, CHEG33211723000:16.67%, CHEG43226522000:16.67%, C... Show more
Requisition modified	Source	*empty*	3300000000:16.67%, 3300000000:16.67%, 3300000000:16.67%, 8900000000:16.67%, 3300000000:16.67%, 33... Show more

Codes are always shown in the same order in every field. This would be the fourth code listed on the requisition.

Entering a grant-related speedtype automatically populates many fields related to the chartfield, including some not shown on the requisition. However, they are all visible on the history tab. Here the user can see that one of the six projects in the funding split has a date that is not valid for this type of purchase.
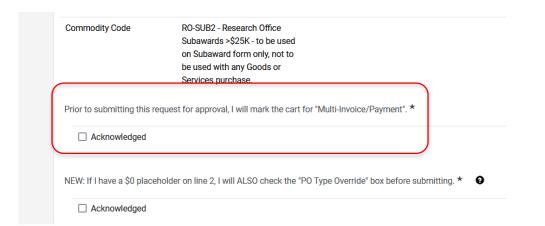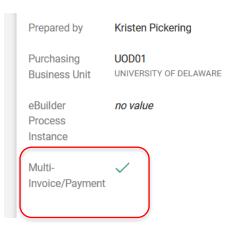
Fixing Auto Return Errors: **Subawards**

Subawards **require** you check the multi-invoice/payment box, because subawards are always amount-based purchase orders.

The acknowledgement box on the subaward form serves as a reminder.

If your subaward is auto-returned, make sure the multi-invoice/payment box is checked.

Commodity Code	RO-SUB2 - Research Office Subawards >$25K - to be used on Subaward form only, not to be used with any Goods or Services purchase.

Prior to submitting this request for approval, I will mark the cart for "Multi-Invoice/Payment". ★

☐ Acknowledged

NEW: If I have a $0 placeholder on line 2, I will ALSO check the "PO Type Override" box before submitting. ★ ❓

☐ Acknowledged

Prepared by   **Kristen Pickering**

Purchasing Business Unit   **UOD01** UNIVERSITY OF DELAWARE

eBuilder Process Instance   *no value*

Multi-Invoice/Payment ✓

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Fixing Auto Return Errors: **Subaward POTO box**

Subawards may also return due to errors on a line item.

If the amount on the line is $0, the PO Type Override (POTO) Box **MUST be checked**.

Whenever you *increase* the amount on the $0 line to any amount, you must then **UNCHECK** the POTO box or the subaward will allow only one invoice against that line before closing. This cannot be fixed.

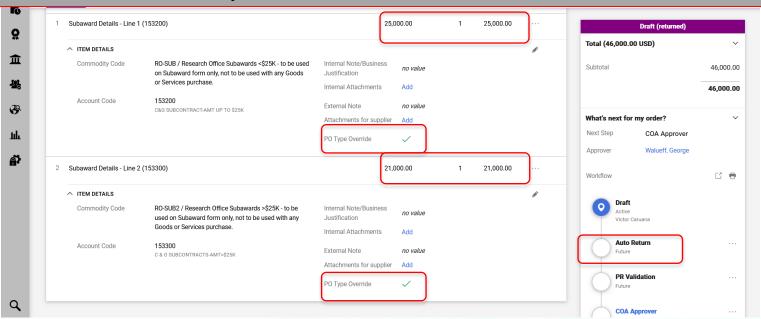As of 11/2022, workflow will return the subaward requisition if the POTO box is not correctly used.

Commodity Code	RO-SUB2 - Research Office Subawards >$25K - to be used on Subaward form only, not to be used with any Goods or Services purchase.

Prior to submitting this request for approval, I will mark the cart for "Multi-Invoice/Payment". ★

☐ Acknowledged

NEW: If I have a $0 placeholder on line 2, I will ALSO check the "PO Type Override" box before submitting. ★ ❓

☐ Acknowledged

Fixing Auto Return Errors: **Subaward POTO box**

In this example, there is funding on both lines, but the POTO box is checked.

This Subaward will automatically return to the submitter to uncheck the POTO boxes and resubmit.

Fixing Auto Return Errors: **Subaward POTO box**

In this instance, there is a $0 line on the second line as a placeholder, but the POTO box is NOT checked.. This requisition will automatically return to the submitter to check the POTO boxes and resubmit.

Fixing Auto Return Errors: **Subaward POTO box**

This is a change request to add funds to the subaward, but the POTO box is still checked.
These do not currently auto-return but do route to Procurement Help for review.
If the POTO box is not appropriately checked it may be returned manually with specific instructions.
If your subaward predates the introduction of the POTO box to UDX, Procurement Help will fix it at this step.

Fixing Auto Return Errors: **NPOP Agency Codes**

If you are attempting to use the NP-Agency commodity code on a Non-PO Payment form, it MUST be used with a SpeedType that includes Fund Type AGNCY.

Fixing Auto Return Errors: **Old/Restricted Forms**

- The Auto Return workflow step will also show if you attempt to submit a requisition using an outdated form. This could happen if you copy a previous requisition to a new cart.

- As of April 2023, the Waiver of Bid form that was sunset on July 1, 2022 will cause an Auto Return if it is submitted with a new requisition.

- There are other forms for administrator use only which will prevent submission if submitted by a user without that role.

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Fixing Auto Return Errors: **Honorarium Request**

- The Honorarium Request Form will automatically return if it is submitted with values that indicate Procurement is unable to pay the recipient, such as answering the question regarding whether the individual's visa type permits honorarium payments in the United States as "no."

- If you are uncertain as to why the requisition is being automatically returned at this step, please email procurement@udel.edu.

Invalid Commodity Code Errors

- Invalid Commodity Code is the second workflow step

- Invalid Commodity Code errors are solely related to commodity code use in various types of requisitions.

- You will be able to preview an Invalid Commodity Code error in workflow.

- This step exists because users can overwrite the commodity code even when it is incorrect for that type of purchase.

In this example, the user is attempting to use the Non-PO Payment form with a numeric commodity code associated with purchase orders. The Invalid Commodity Code step will return this requisition if the Place Order button is checked.

All ▼   Search (Alt+Q)   209.16 USD 🛒   ♡   24   👤 8

Requisition   Place Order

Summary

Similarly, this user is attempting to create a catalog purchase order with an NPOP code. It will also auto-return.

26 Items   ☐ ▼

FASTENAL COMPANY · 24 Items · 184.80 USD   ☐

∨ SUPPLIER DETAILS   ✎

Need to make changes?   **MODIFY ITEMS** | **VIEW ITEMS**   Item(s) was retrieved on: 11/12/2021 9:26:00 AM
• 48mm x 55m Silver 9 mil Talon[REG] Heavy Duty Duct Tape

	Item	Catalog No.	Size/Packaging	Unit Price	Quantity	Ext. Price	
1	48mm x 55m Silver 9 mil Talon[REG] Heavy Duty Duct Tape	0617162	EA	7.70	Qty: 24 EA	184.80	··· ☐

∧ ITEM DETAILS ⊕   ✎

Manufacturer Name	Talon[REG]	Contract:	*no value*	Internal Note/Business Justification	*no value*
Supplier Part Auxiliary ID		Commodity Code	NP-AWARD / N-POP ONLY: Cash award or prize	Internal Attachments	Add
more info...		Account Code	149200 AWARDS & PRIZES	External Note	*no value*
				Attachments for supplier	Add

209.16

What's next for my order?   ∨

Next Step   Wait for Validation Response

Approvers   There are no approvers

Workflow   ⬚ 🖨

◉ **Draft**
   Active
   Rachel Requester

○ **Invalid Commodity Code**   ···
   Future

◇ Start - Parallel Steps

○ **PR Validation**   ···
   Future

○ **Wait for Validation Response**   ···
   Future

Why Invalid Commodity Code Errors Happen

- These types of errors happen most often when users "shop around" for their traditional or preferred account code and try to make the system use it.

- Remember! The NPOP form is NOT a replacement for the Payment to Vendor form. Anytime we purchase goods or services, you must have a purchase order in place prior to receiving an invoice. Only certain types of invoices can be paid without a PO via the NPOP form.

- Please refer to the "Guided Buying and Procurement Policy" and "Commodity and Account Codes" videos in the ConnectingU Requester training module for more information.

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Fixing Invalid Commodity Code Errors

- The form type you use will guide you into use of the correct commodity codes available and therefore the correct account codes.

- NP commodity codes are only available for use on the NPOP form.

- Catalog, non-catalog and legacy bid waiver forms all use numeric commodity codes

- Subawards are the only forms to use RO-SUB codes and 153200/153300.

- Fix NPOPs or Subawards by undoing any manual overrides.

- Fix catalog and non-catalog requisitions and legacy bid waiver change requests by replacing an incorrect NP commodity code with a numeric code from the crosswalk.

PR Validation Errors

- PR Validation steps occur when UD Exchange communicates with PeopleSoft

- PR Validation errors are communicated from PeopleSoft and are not duplicated by rules built in UD Exchange.

- PR Validation errors are not previewed in the workflow sidebar since they are not known until UD Exchange communicates with PeopleSoft.

- PR Validation happens at the beginning and the end of every requisition.

- These errors always have text that is prefixed with "Line: 1, Split: 0" (the numbers may vary) which indicates the error code came from PeopleSoft.

Supplier Return Issues

Note

Line: 1, Split: 0 - Supplier number: 0000013244 may not exist, may be inactive or is not open for ordering.

Show less

Note

Line: 1, Split: 0 - Supplier number: may not exist, may be inactive or is not open for ordering. Line: 1, Split: 0 - Supplier number: , Location: Not found. Supplier Location may not exist or may be inactive.

- These errors occur when the supplier record in PeopleSoft is not in sync with the supplier record in UD Exchange.

- Most likely, the record is being edited in UD Exchange (as a result of a recent W9 submission).

- You may also have started your requisition before the supplier record went inactive (occurs 15 months after no payment) or before the Supplier Team completed approval of the supplier.

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Fixing Supplier Return Issues

Copy and Paste either the supplier number or supplier name in the Supplier Search area on the menu.

Fixing Supplier Return Issues

Click the name of the supplier that is returned in your search.

Suppliers ▸ Manage Suppliers ▸ Search for a Supplier ▸ Supplier Profile - Curry, Rachel

‹ Back to Results   1 of 1 Results ▾   ‹ ›

Curry, Rachel 🌐

Doing Business As : Writings of Rachel

Registration Status	Approved
Registration Type	Full Supplier Registration
	✎

About ›
Contacts and Locations ›
Workflow and Review ‹
   Internal Notes
   Supplier Registration Workflow
   Supplier Review

View History

History   ?

❯ Filter History

Export CSV

| Results Per Page | 20 ▾ | | Records found: 34 | | | | ◀ Page | 1 ▾ | of 2 ▶ | ? |

Date ▵	User ▵	Action ▵	Context ▵	Section ▵	Field ▵	Old Value	New Value	Note
11/4/2021 11:24:28 AM	System	Successfully exported to ERP *(via System)*	Supplier Registration Workflow					
11/4/2021 11:24:18 AM	System	Supplier Registration Approval Complete *(via Workflow)*	Supplier Registration Workflow					
11/4/2021 11:24:18	System	Modified *(via Workflow)*			Enable Sync with ERP	Off	On	
11:24:15 AM	Gonzalez	Assigned *(via Workflow)*	Workflow: Registration Review					
11/4/2021 11:24:04 AM	Bil Gonzalez	Modified		General	Active for Shopping	false	true	
11/4/2021 11:23:36 AM	Bil Gonzalez	Viewed		Payment Information	Account Number			ACH Payment
9/30/2021 2:19:59 PM	System	Modified *(via Workflow)*		General	OFAC SDN Information | Status Last Updated	*empty*	9/30/2021 2:19 PM	

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Information about the supplier's updates and review process can be found in **View History**.

This supplier was approved on November 4 and should be active.

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All

Search (Alt+Q)

0.00 USD

‹ Back to Results   1 of 1 Results ▾   ‹ ›

Curry, Rachel
Doing Business As : Writings of Rachel

Registration Status   Approved
Registration Type   Full Supplier Registration

About
Contacts and Locations
Workflow and Review
  Internal Notes
  Supplier Registration Workflow
  Supplier Review Workflow

View History

History   ?

> Filter History   Export CSV

Results Per Page 20 ▾   **Records found: 34**   ◀ Page 1 ▾ of 2 ▶ ?

Date	User	Action	Context	Section	Field	Old Value	New Value	Note
11/4/2021 11:24:28 AM	System	Successfully exported to ERP (via System)	Supplier Registration Workflow					
11/4/2021 11:24:10	System	Supplier Registration Approval Complete (via Workflow)	Supplier Registration Workflow					
11/4/2021 11:24:04 AM	Bil Gonzalez	Modified		General	Active for Shopping	false	true	
11/4/2021 11:23:36 AM	Bil Gonzalez	Viewed		Payment Information	Account Number			ACH Payment
9/30/2021 2:19:59 PM	System	Modified (via Workflow)		General	OFAC SDN Information | Status Last Updated	empty	9/30/2021 2:19 PM	

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HOWEVER, there is no PeopleSoft number listed for the supplier.

That indicates there was an error in communication between systems.

These are rare and are normally manually resolved, but please email procurement@udel.edu if the supplier appears Approved with no supplier number.

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All ▾   Search (Alt+Q)   0.00 USD

‹ Back to Results   1 of 1 Results ▾ ‹ ›

Curry, Rachel 🌐

Doing Business As : Writings of Rachel

Supplier Number   0000041463

Registration Status   Approved
Registration Type   Full Supplier Registration

About
Contacts and Locations
Workflow and Review

View History

History

› Filter History

Export CSV

Results Per Page 20 ▾   Records found: 40   ◄ Page 1 ▾ of 2 ►

Date	User	Action	Context	Section	Field	Old Value	New Value	Note
11/12/2021 12:18:18 PM	System	Modified (via import)	Fulfillment Center: Fulfillment Center 1	General	Address ID	empty inherited	UD	
11/12/2021	System	Modified (via	Address: 35	Addresses	Remittance		Updated	

After the error message was reloaded, the supplier number was imported from PeopleSoft and the supplier record was updated in UDX.

The requisition can now be submitted because it will know to look for supplier ID 0000041463 in PeopleSoft when the requisition is sent.

PM								
11/12/2021 12:18:17 PM	System	Modified (via import)		General	Supplier Number	empty	0000041463	
11/4/2021 11:24:28 AM	System	Successfully exported to ERP (via System)	Supplier Registration Workflow					
11/4/2021 11:24:18 AM	System	Supplier Registration Approval Complete (via Workflow)	Supplier Registration Workflow					

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Note

Line: 1, Split: 0 - Supplier number: 0000013244 may not exist, may be inactive or is not open for ordering.

Show less

If a supplier has a number, but your requisition was returned with this error, they may have become inactive or needed/submitted a new W9.

You can check the **History** as well as the **Supplier Registration Workflow** in the **Workflow and Review** section to see if they are being updated.

Once fully reviewed and approved, resubmit the requisition.

Chartfield Return Issues: **General**

Line: 1, Split: 1 -
Different Source
(CF2) value found for
Speed Chart:
'RNOV853539'.
2900000000 \
2700000000 Line: 2,

Note

Line: 1, Split: 1 -
Different Department
value found for
Speed Chart:
'TEST123456'. 05825
\ 05804

- These errors occur when the SpeedType information on the requisition is out of sync with what is in PeopleSoft.

- Most likely, the SpeedType was entered on the requisition before an update was made in PeopleSoft.

- You may also be attempting to submit a change request without updating SpeedType values that are in a now-outdated chartfield string.

- These errors can also occur when you have an invalid purpose code/account code combination.

Fixing Chartfield Return Issues

Updated values come into UDX every hour. In most cases, simply re-entering the SpeedType will resolve the situation.

You may also see that a new child value is available to replace the old one.
- Click to select it as shown.

Note

Line: 1, Split: 1 - Different Department value found for Speed Chart: 'TEST123456'. 05825 \ 05804

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Chartfield Return Issues: **Combo Edit Rules**

Note

Line: 1, Split: 1 -
Invalid
ChartField
combination
CHARTFIELD1/
ACCOUNT in
combo group
PURPNOBS

Note

Line: 1, Split: 1 -
Invalid ChartField
combination
CHARTFIELD1/
ACCOUNT in combo
group BSPURACT

- These errors occur when an invalid or improper purpose code and account code combination is attempted.

- Historically, these rules cause UD webforms to reject as well.

- You may need to consult with your business office or General Accounting regarding proper use of purpose codes and account codes.

Fixing Chartfield Return Issues: **Combo Edit Rules**

Note

Line: 1, Split: 1 -
Invalid ChartField
combination
CHARTFIELD1/
ACCOUNT in combo
group BSPURACT

Sometimes chartfield failures are a result of rules set up in PeopleSoft for combo edits - where the purpose code can ONLY be used with a matching account code.

The resolution is to ensure they match.

eedType	Purpose	Fund	Dept	Program	Source	Project ID	User Ref	Cost Share Project
GAA3 N/A	A2GAA3 NON STUDENT BILLING REFUNDS	OPBAL OPERATING BALANCE	04630 COLLECTION SERVICES	*no value*	*no value*	*no value*	*no value*	*no value*

∧ ITEM DETAILS

Payee Invoice Number		Commodity Code	NP-FINANCE / N-POP VPFN USE ONLY: Payments related to codes required by VP Finance units to transact routine non-PO business, including Cashier's Office, Auxiliary Services, Procurement Services.	Internal Note/Business Justification	*no value*
Invoice Date				Internal Attachments	
Payment Notes/Instructions	refund fees paid			External Note	*no value*
				Attachments for supplier	
more info...		Account Code	A2GAA3 NON STUDENT BILLING REFUNDS	PO Type Override	✕

Fixing Chartfield Return Issues: **Combo Edit Rules**

This chart shows what each combo edit rule means and what area needs to be remedied to work.

Rule Name	Rule Purpose	Rule Logic
SPEEDCHART	Ensure only Valid ChartStrings as defined in SpeedTypes are used	Rule enforces that a ChartString with the exception of Account, must correlate to a valid SpeedType
EXCLACCNT	Ensure that certain Accounts, such as transfers, are not used on AP Vouchers	Rule specifies which Accounts cannot be used with all Purposes
EXCLPRGM	Ensure that certain Programs, such as reserves (RSRVS), are not used on AP Vouchers	Rule specifies which Programs cannot be used with all Accounts
SPDCHTACTR	Ensures that Non-Revenue Purposes do not have Revenue activity (Expense Purpose = Expense Activity)	Rule precludes the use of Revenue Accounts with non-Revenue Purposes as identified in the SpeedType Description - not containing REV or R/E for Funds OPBAS or OPSS
SPDCHTACTE	Ensures that Revenue Purposes do not have Expense activity	Rule preclude the use of Expense Accounts on Revenue Purposes as identified in the SpeedType Description - containing REV
SPDCHTCD	Ensure certain SpeedTypes are not used based upon Status Code in the SpeedType Description	Exclude Speedtypes that have a description starting with (D), (P), or (C)
BSPURACT	For balance sheet related SpeedTypes the Account and Purpose listed on the SpeedType must correspond.	If the SpeedType starts with A1-A9 or L1-L9, only the Account on the SpeedType is valid with the Purpose.
PURPPROJ	For SpeedTypes that have a Project listed, this rule enforces that the Purpose and Project correspond.	If a SpeedType contains Project this rule ensures the Project and Purpose match the SpeedType.
PURPNOBS	Ensure a balance sheet Account is not used with a non-balance sheet Purpose	For Purposes/SpeedTypes that do not begin with A1-9 and L1-L9 balance sheet accounts are not allowed (Asset, Liability, Equity).
PURPSRC	Ensure Sources are populated in as specified in the SpeedChart with the exception of Fund NOPLT or 1NOPL.	For SpeedTypes with a Source specified this rule will enforce that the transaction Source match with the exception of Fund NOPLT.
NOSRC	Ensure Source is not used on transactions where it is not specified on the SpeedType, except Fund NOPLT or 1NOPL.	For SpeedTypes without a Source specified, this rule will enforce that the transaction Source be blank.
SRCREQ	Require Source be populated when Fund NOPLT or 1NOPL.	Source is required with Fund NOPLT and 1NOPL

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Questions:

- procurement@udel.edu

Resources:

- Procurement Services Website
- UDX Troubleshooting Tips