# **WERSITYOF EXCHANGE**

Warning, Error, and System Return Troubleshooting Tips *Revised 6/26/2024* 



| Tab | le of | Contents |
|-----|-------|----------|
|     |       |          |

| Definitions                                 | 2         |
|---|-----------|
| System Errors, Returns, and Warnings in UDX | <u>3</u>  |
| Warnings                                    | <u>4</u>  |
| Warning: Change Requests on Catalog PO      | <u>5</u>  |
| Warning: One-Time Ship to Address           | <u>6</u>  |
| Warning: Supplier Review                    | <u>8</u>  |
| Errors                                      | <u>9</u>  |
| Fixing Errors: Honorarium Request           | <u>10</u> |
| Fixing Errors: Subawards                    | <u>11</u> |
| Fixing Errors: Old/Restricted Forms         | <u>16</u> |
| Fixing Errors: Non-Campus Address on NPOP   | <u>17</u> |

| Fixing Errors: Blanket Catalog Orders      | <u>18</u> |
|--|-----------|
| Fixing Errors: Internal Use Supplier       | <u>19</u> |
| Fixing Errors: Grants                      | <u>20</u> |
| Fixing Errors: Blocked Suppliers           | <u>23</u> |
| Fixing Errors: NPOP Agency Codes           | <u>24</u> |
| Fixing Errors: Invalid Commodity Codes     | <u>25</u> |
| PR Validation                              | <u>30</u> |
| Supplier Return Issues                     | <u>31</u> |
| Chartfield Return Issues: General          | <u>38</u> |
| Chartfield Return Issues: Combo Edit Rules | <u>40</u> |
|  |           |





# Definitions

- Warnings notify the user that they may experience issues, such as unforeseen delays, if they have not attended to the information specified.
- **Errors** prevent the requisition from being submitted until a specific issue is rectified.
- **System Returns** automatically return the requisition in the PR Validation step because some information on the UD Exchange requisition cannot be validated in PeopleSoft.



#### System Errors, Warnings, and Auto Returns

- Draft carts can be stopped in error or continue with a warning for multiple reasons.
- A draft cart can have multiple errors or warnings on the cart *at the same time*. If this occurs all corrections for errors will need to be made before the cart can be submitted.
- The system workflow can return requisitions for multiple reasons.
- This guide will assist with troubleshooting the reason for a warning, error, or PR Validation return.



# Warnings

Warnings appear while in checkout – *before* submitting the requisition

- Warnings advise of potential approval or audit concerns if no changes are made
- The requisition may see unexpected delays while being reviewed
- The message appearing in the cart is specific to the warning
- Warnings will not prevent the cart from moving forward
- You will be able to see applicable warning(s) before you submit the cart



#### Warning: Change Requests on Catalog PO

Change Requests • 4008576

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Assign Draft

Submit Request

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242.99

242.99

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#### If you are attempting a change request on a Catalog PO, you will see a warning appear. You will still be able to submit the request. $\sim$ Summarv Draft Work Order Cost Share Number SpeedType Purpose Fund Dept Program Source Project ID User Ref Project Be aware of these issues. You may review and proceed N/A PBRI 175124 PBRI 175124 OPBAL 07201 ADNON no value no value no value no value N/A DF OFC COMM & DF OFC COMM & OPERATING COMMUNICATIONS ADMINISTRATIVE MARKETING MARKETING BAI ANCE & MARKETING NON ALLOWABLE Please remember that change requests are NOT advised for catalog orders. If done at all it should be on rare occasions to update funding on open/backordered lines. External Notes and Attachments Internal Notes and Attachments ▲ ... > never sent to the supplier, and may be nullified if the supplier electronically sends an invoice while the change request is underway. Please review our training materials 1 Item on change requests or email procurement@udel.edu for more information. **Dell Marketing L.P.** 1 Item · 242.99 USD Total (242.99 USD) Shipping, Handling, and Tax charges are calculated and ∧ SUPPLIER DETAILS 1 DELL WAY : 1 DELL WAY, BLDG 8, ROUND ROCK, Te. charged by each supplier. The values shown here are for estimation purposes, budget checking, and workflow Contract no value PO Number UDST001183 approvals. Quote number no value Subtotal If you see this symbol next to Item Unit Price Ext. Price Item Quantity Details, it identifies that the item .... Epson PM-400 Inkiet Printer - Photo Wiwas ordered through a Punchout. 242.99 Otv: 1 EA 242.99 Related Documents however, the warning will show for 🔨 ITEM DETAILS 🗿 Purchase Order: UDST001183 Hosted Catalog orders also. Manufacturer Dell no value Internal Note/ Requisition: 3804049 Name Business 42210000 / Computer Equipment one



#### Warning: One-Time Ship to Address

| 1    | Requisition • 4      | 008588                          |   |                 |          |  | ۲  | 🖶 🧿 \cdots 🛛 Assign Cart   | Place Order                     |
|------|----------------------|---------------------------------|---|-----------------|----------|--|--|--|---------------------------------|
| 5    | Summary              | PO Preview Comments A           | ttachments History                              |                 |          |  |  |  |                                 |
| 8    | General              |                                 | 🖋 ··· Shipping                                  |                 | <b>ب</b> | Billing 🔊 🗸  | Summary                                    | Draft  | →                               |
| 血    | Cart Name            | 2024-04-22 test5000requester 01 | Ship To   |                 |          | Bill To  | Be awa                                     | re of these issues.  | ~                               |
| 101  | Description          | no value                        | Shipping addres                                 | ss *1-TIME      |          | Accounts Payable<br>accountspayable@udel.edu                 | You ma                                     | y review and proceed.  |                                 |
|      | Priority             | Normal                          |   |                 |          | 222 South Chapel Street<br>Newark, DE 19716<br>United States | The sel<br>non-UE                          | ected Ship to Address is a non-UD address<br>address, please make sure the Internal No                                       | . To ship to a<br>ites/Business |
| 39   | Prepared by          | Robert Requester                | Attn: Robert Rec<br>Room: Suite 12              | quester         |          | United states  | when, v<br>Please                          | why) for the items to be sent to an non-UD a<br>identify if the items will be returned to cam                                | address.<br>ipus as the         |
| ш    | Prepared for         | Robert Requester                | 1221 Main St<br>Wilmington, DE<br>United States | 19880           |          | Billing Options  | propert                                    | y of UD. This is necessary for audit purpose<br>d outside of Delaware, tax purposes.   | es and, if                      |
| ക    | Department           | PCS-MARKETING (07460)           |   |                 |          | Purchasing Business UOD01<br>UNIVERSITY OF DELAWARE          | Total (5,00                                | 0.00 USD)  | ~                               |
| El . | Ad-Hoc Approver      | Select                          |   |                 |          |  | Shipping, Ha<br>each suppli<br>budget cheo | andling, and Tax charges are calculated and<br>ar. The values shown here are for estimation<br>king, and workflow approvals. | d charged by<br>n purposes,     |
| If y | ou use th            | e 1-TIME shipp                  | ing addres                                      | ss, you will re | ceive a  | warning. You can still prod                                  | ceed                                       |  | 5,000.00                        |
| with | n submitti           | ing the request                 | If you sub                                      | omit while usi  | na the   | 1-TIME shipping address t                                    | he   |  | 5,000.00                        |
| roa  | uisition w           | vill an the Procure             | amont for                                       | roviow of the   | itoms c  | volained in the warning                                      |  |  |                                 |
| IEY  |                      | in yo to i tocure               |   |                 |          | sopialited in the warning.                                   | Next Oter                                  | for my order?  | ~                               |
|      | eBuilder Process Ins | stance                          | no value  |                 |          |  | Next Step                                  | CUA Approver   |                                 |
|      | Technology Request   | t#                              | no value  |                 |          |  | Approver                                   | Procurement Help   |                                 |

Waiver of Bid

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Workflow

### Warning: One-Time Ship to Address

|                      | D Preview C                               | omments At                                       | tachments H                                       | istory                           |                                      |                |            |          |                    |    |                                     |  |
|----------------------|---|--|---|----------------------------------|--------------------------------------|----------------|------------|----------|--------------------|----|-------------------------------------|--|
| Accounting Codes     |   |  |   |                                  |                                      |                |            |          | <b>/</b>           | 0  | Draft<br>Active<br>Robert Requester |  |
| Work Order Number    | SpeedType                                 | Purpose  | Fund  | Dept                             | Program                              | Source         | Project ID | User Ref | Cost Share Project |    | DD Velideties                       |  |
| N/A<br>N/A           | PURC110000<br>R/E PROCUREMENT<br>SERVICES | PURC110000<br>R/E PROCUREMENT<br>SERVICES        | OPBAS<br>OPERATING BASIC                          | 04750<br>PROCUREMENT<br>SERVICES | ADALL<br>ADMINISTRATIVE<br>ALLOWABLE | no value       | no value   | no value | no value           | ΙÇ | Future                              |  |
| nternal Notes and    | Attachments                               |  |   | ø                                | External Note                        | s and Attachme | its        |          | <b>»</b>           |    | COA Approver<br>Future              |  |
| nternal Note/Busines | s Orderii<br>remote                       | ng bio-degradable pen<br>e. These items will not | ns to be sent to my hou<br>t be returned to campu | ise since I am fully<br>is.      | Note to all Supp                     | liers          | no value   |          |                    |    |                                     |  |
| nternal Attachments  | Add                                       |  |   |                                  | Attachments for                      | all suppliers  | Add        |          |                    |    | Non-Campus Ship-To Review           |  |
| nrovon               | tupovo                                    | ootod d  |   |                                  | PO Clauses                           | tornal         |            | ainaga   |                    |    |                                     |  |
| preven               |   |  |   |                                  |                                      | lemai          | NULES/DU   | 5111855  |                    |    | Buyer Routing<br>Future             |  |
| stificatio           | n expla                                   | ins the  | who, wh   | hat, whe                         | re, whe                              | n, and         | why you    | are usi  | ng the 1-          |    |                                     |  |
| NE addu              | ess. Alv                                  | ways no  | ote if the  | item w                           | II return                            | to can         | npus.      |          |                    |    | Procurement Approval<br>Future      |  |
|                      | ition wi                                  | ll also h  | e asses   | sed for                          | formatti                             | ng and         | sales tax  | k exemi  | otions.            |    |                                     |  |
| e requis             | SILIOTI WI                                |  | 0 40000   |                                  |                                      |                | 00.00 000  |          |                    |    |                                     |  |

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### Warning: Supplier Review

| <b>^</b> | EXCHANGE TEST SITE                              |   | All 🕶 S | earch (Alt+Q) 25,000.00 USD 📜   | ♡ 📲 ち                 |
|----------|---|---|---------|---|-----------------------|
|          | Requisition • 4035926                           |   |         | Assign Cart   | Place Order           |
| 6        | Summary PO Preview Comments Attachments History |   |         |   |                       |
|          | Internal Attachmente Add                        | Attachments for all suppliers Add               |         |   |                       |
| ö        |   | PO Clauses 1 1 View details                     |         | Summary<br>Draft  | →                     |
| <u>ش</u> |   | Additional Notes to print on PO <b>no value</b> |         | Be aware of these issues.<br>You may review and proceed.                                    | Ň                     |
| 28       | 1 Item  |   | 🗆 🔻     | This supplier has been flagged for review b   | by the supplier team. |
| 39       |   |   |         | details and ensure that you have selected<br>active fulfillment center for this requisition | the correct and       |
|          | SUPPLIER DETAILS *                              |   |         | Total (25,000.00 USD)   | ~                     |
| հղ       | ↑ SUPPLIER DETAILS *                            |   |         | Shipping, Handling, and Tax charges are calcula   | ated and charged by   |
| at l     | Contract no value PO Number To                  | Be Assigned                                     |         | each supplier. The values shown here are for es<br>budget checking, and workflow approvals. | timation purposes,    |
|          | If the Supplier has been marked for             | Supplier Class Review, a warning me             | ssade   | Subtotal  | 25,000.00             |
|          | will appear advising that this supplie          | r is being reviewed by the supplier to          | m       |   | 25,000.00             |
|          | will appear advising that this supplie          | is being reviewed by the supplier tea           | alli,   | What's next for my order?   | ~                     |
|          | however, it will not prevent you from           | submitting the Requisition.                     |         | Next Step COA Approver  | ſ                     |
|          | Make sure you check the supplier re             | ecord to confirm the supplier selected          | is      | Approver Procurement Help   |                       |
|          | correct.  |   |         | Workflow  |                       |



#### Errors

Errors appear while in checkout – *before* submitting the requisition

- Requisitions *cannot* be submitted until the error is corrected
- The message appearing in the requisition is specific to the error
- Once corrected, the error message will disappear
- Form-based errors must be recreated using the correct form type
- Error messages have replaced specific workflow steps as of July 1, 2024



#### Fixing Errors: Honorarium Request

|   | The Honorarium Request Form requined for the form requined for the form the form the formation of honorarium payment are met. If an   | res that the user confirm that all requirements answer indicates that the requirement is not  | Assign Cart Place Order  |
|---|---|---|--|
|   | If you are uncertain as to why the rec<br>email procurement@udel.edu.   | •<br>Juisition is unable to be submitted, please  | Summary →<br>Draft  Correct these issues. You are unable to proceed until addressed. The honorarium form indicates that the payee is not eligible to receive payment under their visa type. If all the fields on the honorarium form were submitted accurately, this payment cannot be made.  Total (550.00 USD) |
| F | Item Catalog N Catalog N Catalog N TEM DETAILS  | Does the individual's visa type permit honorarium payments in the United States? *<br>Yes  No   | charged by each supplier. The values shown here are for<br>workflow<br>550.00  |
|   | Contract:     no value       Commodity Code     NP-HONORA / N-POP ONLY: one-time payment to special activity or event for which a fee is not legal traditionally required       Account Code     146400<br>HONORARIA (1099 O/H CHARGED) | Discontinue use of this form. We cannot pay individuals whose visa does not permit an honorarium payment. If you su<br>automatically return to you.<br>External Note no value<br>Attachments for supplier Add | Approver Skłodowski, Eileen  |
|   |   | DO Tupo Ovorrido  |  |

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#### Fixing 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 errors, make sure the multi-invoice/payment box is checked.

| Commodity Code             | RO-SUB2 - Research Office  | Prepared by     | Kristen Pickering      |
|----------------------------|--|-----------------|------------------------|
|                            | on Subaward form only, not to  | Purchasing      | UOD01                  |
|                            | be used with any Goods or<br>Services purchase.  | Business Unit   | UNIVERSITY OF DELAWARE |
| rior to submitting this r  | equest for approval 1 will mark the cart for "Multi-Invoice/Payment"                     | eBuilder        | no value               |
| nor to submitting this is  | equestion approval, i will mark the sarchor mark involse/r ayment.                       | Process         |                        |
| Acknowledged               |  | Instance        |                        |
|                            |  | Multi-          | $\checkmark$           |
| IEW: If I have a \$0 place | eholder on line 2, I will ALSO check the "PO Type Override" box before submitting. * 🛛 😧 | Invoice/Payment | t                      |
| Acknowledged               |  |                 |                        |



Subawards may error and be unable to be submitted due to an error 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 July 1, 2024, subaward requisitions cannot be submitted if the POTO box is not correctly used.





| 1     Subaward Details - Line 1     25,000.00     1     25,000.00        ^     ITEM DETAILS     ITEM DETAILS     Image: Second se  | has been correctly set up                                  |
|---|--|
| TIEM DETAILS     Multi-Invoice/Payment Bc     funded lines has the PO T     Invoice/Payment Bc     funded lines has the PO T     Invoice/Payment Bc     funded lines has the PO T   | v colocted howover and a                                   |
|   | ype Override (POTO) box so<br>x checked for only \$0 lines |
| Commodify Code NO-SUB / Research Office Subawards <525K - to be used on internal Note/Business no value<br>Subaward form only, not to be used with any Goods or Services Justification<br>purchase. A base devices of the set | d.   |
| Account Code 153200<br>C&G SUBCONTRACT-AMT UP TO \$25K External Note no value Empty: Internal Note/Busic  | iness Justification  |
| Attachments for supplier Add Total (35,000.00 USD) Shipping, Handling, and Tax ch   | arges are calculated and c                                 |
| PO Type Override v budget checking, and workflow  | vi nere are for estimation p<br>v approvals.               |
| 2 Subaward Details - Line 2 10,000.00 1 10,000.00 Subtotal  |  |
| ∧ ITEM DETAILS  |  |
| Commodity Code     RO-SUB2 / Research Office Subawards >\$25K - to be used on     Internal Note/Business     no value     What's next for my order?       Subaward form only, not to be used with any Goods or Services     Justification     Vext Step     COA ///   | Approver   |
| UUIUIIdae.  | rement Help  |

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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 error and cannot
 be submitted until the submitter checks the POTO box.

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| ITEM DETAILS              |  |   |          |   | i    |  |
|---------------------------|--|---|----------|---|------|--|
| Commodity Code            | RO-SUB / Research Office Subawards <\$25K - to be used on<br>Subaward form only, not to be used with any Goods or Services               | Internal Note/Business<br>Justification | no value |   |      |  |
|                           | purchase.  | Internal Attachments                    | Add      |   |      |  |
| Account Code              | 153200<br>C&G SUBCONTRACT-AMT UP TO \$25K  | External Note                           | no value |   |      |  |
|                           |  | Attachments for supplier                | Add      |   |      |  |
|                           |  | PO Type Override                        | ×        |   |      |  |
| Subaward Details - Line 2 |  |   | 0.00     | 1 | 0.00 |  |
| ^ ITEM DETAILS            |  |   |          |   | s i  |  |
| Commodity Code            | RO-SUB2 / Research Office Subawards >\$25K - to be used on<br>Subaward form only, not to be used with any Goods or Services<br>purchase. | Internal Note/Business<br>Justification | no value |   |      |  |
|                           | F  | Internal Attachments                    | Add      |   |      |  |
| Account Code              | 153300<br>C & G SUBCONTRACTS-AMT>\$25K   | External Note                           | no value |   |      |  |
|                           |  | Attachments for supplier                | Add      |   |      |  |
|                           |  | PO Type Override                        | ×        |   |      |  |

| Summary   |  | $\rightarrow$   |
|---|--|---|
|   | Draft  |   |
| S Correct these i<br>You are unable   | issues.<br>to proceed until addressed.   | )<br>)  |
| This subawar<br>Multi-Invoice/<br>more \$0 plac<br>must be chec<br>lines. Please<br>proceeding. | d requisition has been correctly<br>Payment Box selected, however<br>eholder line. The PO Type Overri-<br>ked on these lines until funds ar<br>check the POTO box on all \$0 lin | set up with the<br>there is one or<br>de (POTO) box<br>e added to those<br>les before |
| A Be aware of th<br>You may review  | ese issues.<br>v and proceed.  | ~   |
| Empty: Intern   | al Note/Business Justification   |   |
| Total (25,000.00  | USD)   | ~   |
| Shipping, Handling<br>each supplier. The<br>budget checking, a                                  | J, and Tax charges are calculated<br>values shown here are for estim<br>and workflow approvals.  | l and charged by<br>nation purposes,  |
| Subtotal  |  | 25,000.00   |
|   |  | 25,000.00   |
| What's next for m   | iy order?  | ~   |
| Next Step   | COA Approver   |   |
| Approver  | Procurement Help   |   |
| Workflow  |  |   |
| O Draft<br>Active   |  |   |

| Contract:  | no value   |  |           |                   |           |           | Summary   |  |
|--|--|--|-----------|-------------------|-----------|-----------|---|--|
| 1 NIIMBL patch test - line 1   |  |  | 25,000.00 | 1                 | 25,000.00 | •••       | Correct these issues.<br>You are unable to proceed until addressed  | ed.  |
| INE IVERUESI   |  |  |           |                   |           | <b>–</b>  | checked for only \$0 lines and uncheck  | k POTO on every f  |
| \$0.01 or mo<br>ur subaward<br>will fix it.  | re, or if a PO Line is decreas<br>predates the introduction of   | sed to \$0 and<br>the POTO bo  | ox to UD  | s not s<br>X, Pro |           | d.<br>ent | line to proceed. Total (40,000.00 USD) Shipping, Handling, and Tax charges are ca each supplier. The values shown here are fo budget checking, and workflow approvals. Subtotal   | alculated and char<br>for estimation pur<br>40<br>40   |
| \$0.01 or mo<br>ur subaward<br>will fix it.  | re, or if a PO Line is decreas<br>predates the introduction of   | sed to \$0 and<br>the POTO bo  | POTO I:   | s not s<br>X, Pro |           | d.<br>ent | line to proceed. Total (40,000.00 USD) Shipping, Handling, and Tax charges are ca each supplier. The values shown here are fo budget checking, and workflow approvals. Subtotal Related Documents   | alculated and char<br>for estimation purp<br>40,<br>40,  |
| \$0.01 or mo<br>ur subaward<br>will fix it.  | re, or if a PO Line is decreas<br>predates the introduction of   | sed to \$0 and<br>the POTO bo  | POTO I:   | s not s<br>X, Pro |           | d.<br>ent | Ine to proceed. Total (40,000.00 USD) Shipping, Handling, and Tax charges are ca each supplier. The values shown here are fo budget checking, and workflow approvals. Subtotal Related Documents Purchase Order: UDRT000067   | alculated and chain for estimation purple of the second seco |
| \$0.01 or mo<br>ur subaward<br>will fix it.<br><sup>2</sup> Placeholder<br>^ ITEM DETAILS<br>Commodity Code  | re, or if a PO Line is decreas<br>predates the introduction of<br>RO-SUB2 / Research Office Subawards >S25K - to be used on<br>Subaward form only, not to be used with any Goods or Services<br>purchase   | sed to \$0 and<br>the POTO bo  | no value  | s not s<br>X, Pro |           | d.<br>ent | Ine to proceed. Total (40,000.00 USD) Shipping, Handling, and Tax charges are ca each supplier. The values shown here are fe budget checking, and workflow approvals. Subtotal Related Documents Purchase Order: UDRT000067 Requisition: 3939172 What's next for my order?  | alculated and cha<br>for estimation pur<br>40<br>40  |
| \$0.01 or mo<br>ur subaward<br>will fix it.<br><sup>2</sup> Placeholder<br>^ ITEM DETAILS<br>Commodity Code  | re, or if a PO Line is decreas<br>predates the introduction of<br>RO-SUB2 / Research Office Subawards >\$25K - to be used on<br>Subaward form only, not to be used with any Goods or Services<br>purchase.   | sed to \$0 and<br>the POTO bo<br>the POTO bo<br>unternal Note/Business<br>Justification  | no value  | s not s<br>X, Pro |           | d.<br>ent | Ine to proceed. Total (40,000.00 USD) Shipping, Handling, and Tax charges are ca each supplier. The values shown here are fa budget checking, and workflow approvals. Subtotal Related Documents Purchase Order: UDRT000067 Requisition: 3939172 What's next for my order? Next Step Misc Department Approx                           | alculated and cha<br>for estimation pur<br>40<br>40  |
| \$0.01 or mo<br>ur subaward<br>will fix it.<br><sup>2</sup> Placeholder<br><sup>2</sup> Placeholder<br><sup>3</sup> ITEM DETAILS<br>Commodity Code<br>Account Code | re, or if a PO Line is decreas<br>predates the introduction of<br>RO-SUB2 / Research Office Subawards >\$25K - to be used on<br>Subaward form only, not to be used with any Goods or Services<br>purchase.<br>153300<br>C & G SUBCONTRACTS-AMT>\$25K | sed to \$0 and<br>the POTO bo<br>the POTO bo<br>unternal Note/Business<br>Justification<br>Internal Attachments<br>External Note | no value  | x, Pro            |           | d.<br>ent | Ine to proceed. Total (40,000.00 USD) Shipping, Handling, and Tax charges are ca each supplier. The values shown here are fa budget checking, and workflow approvals. Subtotal Related Documents Purchase Order: UDRT000067 Requisition: 3939172 What's next for my order? Next Step Misc Department Approv Approver Procurement Help | alculated and char<br>for estimation pur<br>40<br>40,<br>voval   |

15

### Fixing Errors: Old/Restricted Forms

- An error message will also show if you attempt to create a cart with an old/restricted form. This most likely happens 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 display an error message and the requisition cannot be submitted.
- There are other forms for administrator use only which will prevent submission if submitted by a user without that role.



#### Fixing Errors: Non-Campus Address on NPOP

A non-campus address used on an NPOP form will cause an error. Only goods should be sent to non-campus addresses. To fix the error, change the ship to address to a campus address, and avoid

saving non-campus addresses as defaults.

Assign Cart Place Order

| General         | ø                         | ·· Shipping                                 | 🖋 … 🛛 Ві | illing                          |                        | s v | Summary  |  |
|-----------------|---------------------------|---|----------|---------------------------------|------------------------|-----|--|--|
| Cart Nama       | nnon                      |   |          |                                 |                        |     | Draft  |  |
| Cart Name       | прор                      | Ship To                                     | Bi       | ill To                          |                        |     | S Correct these issues.                                      |  |
| Description     | no value                  | Shipping address *1-TIME                    | Ad       | ccounts Payable                 | al adu                 |     | You are unable to proceed until                              | addressed.                                 |
| Driority        | Normal                    | code  | 22       | 22 South Chapel Stree           | et                     |     | The non-campus ship to addr                                  | ess should only be                         |
| Phofily         | Homa                      | UNIVERSITY OF DELAWARE                      | Ne<br>Ur | ewark, DE 19716<br>nited States |                        |     | when goods are being sent an<br>NPOPs, which are not dispate | nd should not be us<br>ched. Please change |
| Prepared by     | Robert Requester          | Attn: Robert Requester<br>Room: front porch |          |                                 |                        |     | ship to address to a campus                                  | address before subr                        |
| Dropping for    | Robert Requester          | 123 Home Road<br>Milltown DE 19808          | Ві       | illing Options                  |                        |     | Total (150.00 USD)   |  |
| Fiepaleu IOI    | Nobelt Requester          | United States                               |          | urebasing                       | IOD01                  |     | Shipping Handling and Tax charg                              | es are calculated an                       |
| Department      | SCHOOL OF NURSING (03717) |   | BL       | usiness Unit                    | INIVERSITY OF DELAWARE |     | charged by each supplier. The value                          | ues shown here are t                       |
|                 | Select                    |   |          |                                 |                        |     | estimation purposes, budget chec                             | king, and workflow                         |
| Ad-Hoc Approver | Secon                     |   |          |                                 |                        |     | approvals.   |  |
| Multi-Invoice/  | ×                         |   |          |                                 |                        |     | Subtotal   |  |
| Payment         |                           |   |          |                                 |                        |     |  |  |



Requisiti

#### Fixing Errors: Blanket Catalog Orders

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| Requisition • 4036020   |   |                                   |                                    |   |
|---|---|-----------------------------------|------------------------------------|---|
| Summary PO Preview Comments Attachments I   | History                                   |                                   |                                    |   |
| Multi-Invoice/  Payment Internal Fields   |   |                                   | <b>»</b> >                         | Summary   |
| Buyer Information<br>f you are ordering from a Puncl<br>be marked as Multi-Invoice/Pay  | hout or Hosted Cat<br>ment since invoicir | alog, these or<br>ng will be base | ders should not<br>ed on quantity. | You are unable to proceed until addressed.<br>Please remember that catalog orders are always invoiced by<br>quantity, not by amount. Please uncheck the multi-invoice box<br>before proceeding with your order. If your order includes a line<br>for shipping, you may check the PO Type Override (POTO) box<br>so that that line only can be invoiced multiple times if your<br>products are sent separately. Thank you. |
| f you check the Multi-Invoice/Paunchecked.  | ayment box, an err                        | or will appear                    | until this box is                  | Shipping, Handling, and Tax charges are calculated and charged by<br>each supplier. The values shown here are for estimation purposes,<br>budget checking, and workflow approvals.<br>Subtotal 2.3  |
| Contract no value PO Num<br>Quote number no value   | ber To Be Assigned                        |                                   |                                    | What's next for my order?   |
| Need to make changes?         MODIFY ITEMS         VIEW ITEMS         Item(s) was retrieved on:           • 2* White China Flat Sash Rock River[REG] Wood Handle Chip and Oil Brush         • 1* White China Flat Sash Rock River[REG] Wood Handle Chip and Oil Brush | 6/3/2024 1:30:17 PM                       |                                   |                                    | Approver Procurement Help<br>Workflow   |
| Item  | Catalog No. Size/Packaging                | Unit Price Qu                     | antity Ext. Price                  | Draft   |
| 1 2" White China Flat Sash Rock River[REG] Wood Handle Chip and Oil Brush   | 0602097 EA                                | 1.58 Qty                          | :1 EA 1.58 ····                    | Active<br>Robert Requester  |
| ∧ ITEM DETAILS ♦  |   |                                   | 1                                  | PR Validation   |
| ELAWARE.  |   | 18                                |                                    |   |

# Fixing Errors: Internal Use Supplier

| ♠ 🕅         | NARSTY OF EXCHANGE TEST SITE                  |   |                     | All 👻 Sear  | ch (Alt+q) 🔍 1,500.00 USD 📜 🗢 📭   |
|-------------|---|---|---------------------|-------------|---|
| 7           | Requisition • 4035926                         |   |                     |             | Assign Cart     Place Order   |
| í.          | Summary PO Preview Comments                   | Attachments History   |                     |             |   |
| õ           | University of Delaware (Internal Use - DO     | NOT MODIFY) 1 Item · 1,500.00 USD                             |                     | … 🗆         | Summary →   |
| Î           | SUPPLIER DETAILS     Contract no value        | PO Number To Be Assigned                                      |                     | *           | Draft Scorrect these issues. You are unable to proceed until addressed.   |
| <b>1</b> 2° | Quote number <b>no value</b>                  |   |                     |             | This supplier record is for internal use only and cannot be used on requisitions.   |
| <b>3</b> 9  | Item  | Catalog No. Size/Packaging                                    | Unit Price Quantity | Ext. Price  | Total (1,500.00 USD)  |
| ш           | Contract: no value                            |   |                     | 🗌           | Shipping, Handling, and Tax charges are calculated and<br>charged by each supplier. The values shown here are for<br>estimation purposes, budget checking, and workflow |
| <b>P</b>    | If the Supplier is for that this supplier car | Internal Use only, an error me<br>not be used for purchasing. | essage will appea   | ar advising | approvals.<br>Subtotal 1,500.00   |
|             | To remove the error                           | , change the supplier to one a                                | active for shoppin  | g.          |   |





### Fixing 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 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!





| Requisition modified Account Code empty                                   | 141214  |   |
|---|---|---|
| Requisition modified Project End Date <i>empty</i><br>Flag 2              | :16.67%, :16.67%, :16.67%, :16.67%, :16.67%,<br>:16.67%   | Entering a grant-related  |
| Requisition modified Project Type 2 empty                                 | :16.67%, :16.67%, :16.67%, :16.67%, :16.67%,<br>:16.67%   | speedtype automatically   |
| Requisition modified Project End Date <i>empty</i><br>Flag 1              | VALID:16.67%, VALID:16.67%, VALID:16.67%,<br>POST_46_60:16.67%<br>VALID:16.67%  | related to the chartfield,<br>including some not                    |
| Requisition Codes are always shown in the same order in every field. This | FEDRL:16.67%, FEDRL:16.67%, FEDRL:16.67%, OTHER:16.67%, FEDRL:16.67%, FEDRL:16.67%                                      | shown on the requisition.<br>However, they are all                  |
| Requisitic would be the fourth code<br>listed on the requisition.         | :16.67%, :16.67%, :16.67%, :16.67%, :16.67%,<br>:16.67%   | visible on the history tab.<br>Here the user can see                |
| Requisition modified User Ref empty                                       | :16.67%, :16.67%, :16.67%, :16.67%, :16.67%,<br>:16.67%   | that one of the six   |
| Requisition modified Project ID empty                                     | CHEG32224723000:16.67%,<br>CHEG31231221000:16.67%,<br>CHEG33211723000:16.67%,<br>CHEG43226522000:16.67%, C<br>Show more | split has a date that is not<br>valid for this type of<br>purchase. |
| Requisition modified Source empty   | 330000000:16.67%, 330000000:16.67%,<br>330000000:16.67%, 890000000:16.67%,<br>330000000:16.67%, 33<br>Show more         |   |
| T T   |   |   |





#### Fixing Error: Blocked Supplier



#### Fixing 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.

| \$<br>Work Order | CnoodTumo            | Durnaga         | Fund           | Dept                     | Dragram                           | Courses                      | Droject ID               | Lloor Dof      | Cost Share  |  |
|------------------|----------------------|-----------------|----------------|--------------------------|-----------------------------------|------------------------------|--------------------------|----------------|---|--|
| N/A              | AGCY912155           | AGCY912155      | AGNCY          | 02501                    | no value                          | no value                     | no value                 | no value       | no value  | 1,500.00                                 |
| N/A              | EDUC                 | EDUC            | AGENCY         | ARIS & SCIENCES          |                                   |                              |                          |                |   | What's next for my order? $\sim$         |
| Internal Note    | es and Attachme      | ents            |                | ø ···                    | External No                       | tes and Attac                | hments                   |                | ø ··· ;   | > Next Step Wait for Validation Response |
| 1 Item           |                      |                 |                |                          |                                   |                              |                          |                |   | Approvers There are no approvers         |
|                  |                      |                 |                |                          |                                   |                              |                          |                | _   | Workflow                                 |
| DELAWARE         | STATE OF · 1         | ltem · 1,500.0  | 0 USD          |                          |                                   |                              |                          |                |   |  |
| ✓ SUPPLIER D     | DETAILS MAIN : 82    | 20 NORTH FRENCH | ST, WILMINGTON | , Delawar 🔻              |                                   |                              |                          |                | . Mai   | Active<br>Bachel Benuester               |
| Item             |                      |                 |                | Catalog No.              | Size/Packagir<br>a                | n Unit P                     | rice Qua                 | antity Ex      | t. Price  |  |
| C Non-P          | O Payment Reque      | st              |                |                          | 3                                 |                              |                          |                | 🗆   | Start - Parallel Steps                   |
| Contra           | ct: n                | o value         |                |                          |                                   |                              |                          |                |   | PR Validation                            |
| 1 moving fu      | unds                 |                 |                |                          |                                   | 1,                           | 500.00                   | 1 1,           | 500.00  | Wait for Validation Response ····        |
| ∧ ITEM D         | ETAILS               |                 | (              |                          |                                   |                              | )                        |                | di la cara da c |  |
| Payme<br>Notes/  | ent<br>'Instructions |                 |                | Commodity NP<br>Code pay | -AGENCY / N-POF<br>ments from AGC | P ONLY: For<br>Y codes where | Internal<br>Note/Busines | no value<br>ss |   | End - Parallel Steps                     |
|                  |                      |                 | (              | (11)                     | is the uscal aden                 | i tor timfis                 | Jusification             |                |   | COA Anneator                             |





#### Invalid Commodity Code Errors

- Invalid Commodity Code errors are solely related to the commodity code used in various types of requisitions.
- An error message will appear in the summary section if this is triggered
- This error exists because users can overwrite the commodity code even when it is incorrect for that type of purchase.





### 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 legacy Payment to Vendor form. When purchasing 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.





#### 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.



### Fixing Errors: Invalid Commodity Code

**P** (?)

Summary

Correct these issues.

code

Subtotal

Next Step

Approver

Workflow

Total (150.00 USD)

What's next for my order?

...

You are unable to proceed until addressed.

budget checking, and workflow approvals.

Draft

Only commodity codes beginning with NP can be used on NPOPs. Please either select an appropriate commodity code if an NPOP should be used, or delete your NPOP form and

Shipping, Handling, and Tax charges are calculated and charged by each supplier. The values shown here are for estimation purposes.

COA Approver

Procurement Help

proceed with a non-catalog request and a numeric commodity

Assign Cart

Place Order

150.00

 $\sim$ 

The user is attempting to use the Non-PO Payment form with a numeric commodity code used for the purchase of goods and services. The error in the summary section instructs that only codes beginning with NP can be used on this type of requisition and the Place Order button is not available until fixed.

| AESER & BLAIR IN  | VC · 1 Item · 150.00 US    | D                   |   |                         |          |            | ••• [ |
|-------------------|----------------------------|---------------------|---|-------------------------|----------|------------|-------|
| SUPPLIER DETAILS  | MAIN : 4236 GRISSOM DRIVE, | BATAVIA, Ohio 45103 |   |                         |          |            |       |
| Contract          | no value                   | PO Number           | To Be Assigned                          |                         |          |            |       |
| Quote number      | no value                   |                     |   |                         |          |            |       |
| Item              |                            | Catalog No          | 5. Size/Packaging                       | Unit Price              | Quantity | Ext. Price |       |
| 🖸 Non-PO Payme    | ent Request                |                     |   |                         |          |            | [     |
| Contract:         | no value                   |                     |   |                         |          |            |       |
| human subject pay | yment test                 |                     |   | 150.00                  | 1        | 150.00     |       |
| ∧ ITEM DETAILS    |                            |                     |   |                         |          |            |       |
| Payee Invoice N   | umber                      | Commodity Code      | 811XXXXX / Research Based Serv          | vices Internal Note/    | no value |            |       |
| Invoice Date      |                            | Account Code        | 151210<br>ENG AND RESEARCH AND TECH SRV | Justification           |          |            |       |
| Payment Notes/    | /Instructions              |                     |   | Internal<br>Attachments | Add      |            |       |
| more info         |                            |                     |   |                         |          |            |       |



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# Fixing Errors: Invalid Commodity Code

| tem  |   |   |   |           |            | 🗌 🔻 | Summary Draft   |  |
|--|---|---|---|-----------|------------|-----|---|--|
| STENAL COMPANY · 1 Item · 0.76 USD   |   |   |   |           |            | … 🗆 | S Correct these issues.<br>You are unable to proceed until addressed.   |  |
| SUPPLIER DETAILS Contract no value Outo number no value  | PO Number T   | o Be Assigned   |   |           |            | *   | Only commodity codes beginning with numbers c<br>on catalog or non-catalog purchase orders. Pleas<br>appropriate commodity code for your purchase, o<br>items and proceed with an NPOP form if the type<br>is allowable on an NPOP. | an be u<br>e select<br>r delete<br>of purc |
| to make changes? MODIFY ITEMS   VIEW ITEMS Item(s) was<br>White China Flat Sash Rock River[REG] Wood Handle Chip and Oil Bro<br>Item | retrieved on: 6/3/2024 10:42:<br>ush<br>Catalog No. | 30 AM<br>Size/Packaging                                   | Unit Price                                  | Quantity  | Ext. Price |     | You may of these issues.<br>You may review and proceed.<br>Empty: Internal Note/Business Justification  |  |
| 1" White China Flat Sash Rock River[REG] Wood Handle Chip and  | Oil Brush 0602095                                   | EA  | 0.76  | Qty: 1 EA | 0.76       | … 🗌 | Shipping, Handling, and Tax charges are calculated and<br>each supplier. The values shown here are for estimatio<br>budget checking, and workflow approvals.  | l charg<br>n purp                          |
| [.]  |   |   |   |           |            | ~   |   |  |
| Manufacturer Name Fastenal Approved Vendor   | Contract:   | no value  | Internal Note/<br>Business                  | no value  |            |     | Subtotal  | _  |
| Manufacturer Name Fastenal Approved Vendor Supplier Part Auxiliary ID  | Contract:<br>Commodity Code                         | no value<br>NP-AWARD / N-POP ONLY: Cash award or<br>prize | Internal Note/<br>Business<br>Justification | no value  |            | ,   | Subtotal  | -  |



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#### **PR Validation Errors**

- PR Validation steps occur when UD Exchange communicates with PeopleSoft and area 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 workflow.
- 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.

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.



#### **Fixing Supplier Return Issues**

|          | WELAWARE EXCHANGE   |  |  |                                      |   |            |
|----------|---|--|--|--------------------------------------|---|------------|
| Έ        | Shop • Shopping F   | Home Pa                                    | ge   |                                      |   |            |
| <b>1</b> | Organization Messag   | je   |  |                                      |   |            |
| 8        | Welcome to the Univers  |  |  |                                      |   |            |
| 盦        | Here you'll find the goods<br>familiar online shopping e<br>keyword or item number. V | and service<br>xperience a<br>When you fir | s you need. The greatly expanded <i>l</i><br>nd negotiated pricing from UD's pre<br>nd the item you need, just put it in y | Iniversity<br>ferred su<br>our shopp | of Delaware Exchange provic<br>ppliers. You can search for ite<br>ping cart, and assign or submit | Copy and I |
| 28       | Suppliers   |  | Curry, Rachel  | ٩                                    | igh noon on Sunday, Novem   | Supplier S |
| .70      | Manage Suppliers  | •  | Supplier Management Home   |                                      | updated guides on our webs  |            |
| Ш.<br>М  | Performance   |  | Search for a Supplier<br>View Saved Searches   |                                      | Showcase now offers shopp<br>Purchase, which will provide   |            |
|          | Procurement website for r   | nore details                               | - the PO Type Override (POTO) Boy  | . If you're                          | e not sure whether to click the   |            |

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





#### **Fixing Supplier Return Issues**

| ^          | BELAWARE EXCHANGE                         |            | All ▼ Search (Alt+Q) Q 42.65 USD 📜 💝 🏴 🌲 💄   | Q |
|------------|---|------------|--|---|
| _          | Suppliers ► Manage Suppliers ► Search for | a Supplier |  | 0 |
| -          | ≡ Search Suppliers                        |            | 🛱 Save As 👻 🗡 Pin Filters 👻  | 0 |
| í,         | Quick Filters My Searches                 |            | Relationship: In Network + Status: All + Curry, Rachel X Q O Add Filter + Clear All Filters ?  |   |
| <b>Q</b>   | Approved By                               | ~          | 1-1 of 1 Results 20 Per Page 🗸   | + |
| 俞          | Gonzalez, William                         | 0          | Company Name 🔺 Supplier Classes Last Modified 🔻 Supplier Number 🔻 Registration Status Registration Type Registration Date 🔻 Supplier Type Duns Number 👻 Diversity Classification |   |
| 202        | Brand                                     | ~          | • (18/2024 9:47:03 AM 0000041463         Approved         Full Supplier Registration         9/30/2021 Non-Catalog         None (None)   |   |
| 28         | No Brand                                  | 0          |  |   |
| <b>3</b> 9 | Commodity Code                            | ~          |  |   |
| հե         | No Commodity Code                         | 0          | Click the name of the supplier that is returned in your search.  |   |
|            | Contract Party Type                       | ~          |  |   |
|            | Supplier                                  | 0          |  |   |
|            | Country of Origin                         | ~          |  |   |
|            | United States                             | 0          |  |   |
|            | Customer Commodity Code                   | ~          |  |   |
|            | No Commodity Code                         | 1          |  |   |
|            | Diversity Classification                  | ~          |  |   |
|            | None (None)                               | 1          |  |   |
|            |   |            |  |   |





| Belaware EXCHANGE                                      | All 👻 Search (Alt+  | FQ) Q 0.00 USD 📜 💙 🏴 |
|--|---|----------------------|
| Suppliers + Manage Suppliers + Search for a Supplier + | Supplier Profile - Curry, Rachel  |                      |
| Back to Results 1 of 1 F                               | Results <b>v</b> ( )  |                      |
| Curry, Rachel 🚳  | History   | ?                    |
| Doing Business As : Writings of Rachel                 | S Eitter Lietery  | Export CSV           |
| Registration Status Approved                           | <ul> <li>The finite fistory</li> </ul>  | Export 03V           |
| Registration Type Full Supplier Registration           | Results Per Page 20 v Records found: 34   | Page 1 v of 2 > ?    |
|  | Date     User     Action     Context     Section     Field     Old<br>Value     New Value | lue Note             |
| About  | 11/4/2021 System Successfully exported Supplier Registration                              |                      |
| Contacts and Locations                                 | AM  |                      |
| Workflow and Review                                    | 11/4/2021 System Supplier Registration Supplier Registration                              |                      |
| Internal Notes   | AM Workflow)  |                      |
| Supplier Registration Workflow                         | 11/4/2021 System Modified (via Workflow) Enable Sync with ERP Off On                      |                      |
| Supplier Review  | 11/2418   |                      |

View History

Q

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.

| 11:24:15<br>AM              | Gonzalez        | Assigned (via<br>Workflow) | Workflow:<br>Registration Review |                        |   |       |                      |             |
|-----------------------------|-----------------|----------------------------|----------------------------------|------------------------|---|-------|----------------------|-------------|
| 11/4/2021<br>11:24:04<br>AM | Bil<br>Gonzalez | Modified                   |                                  | General                | Active for Shopping                           | false | true                 |             |
| 11/4/2021<br>11:23:36<br>AM | Bil<br>Gonzalez | Viewed                     |                                  | Payment<br>Information | Account Number                                |       |                      | ACH Payment |
| 9/30/2021<br>2:19:59<br>PM  | System          | Modified (via Workflow)    |                                  | General                | OFAC SDN Information<br>  Status Last Updated | empty | 9/30/2021<br>2:19 PM |             |





|            | HIVERSITY OF EXCHANGE  |  | All 🔻                          | Search (Alt+Q)       | ۹                     | 0.00 USD 📜 | ♡  ■             | ₽1                  | 2 |  |  |
|------------|--|--|--------------------------------|----------------------|-----------------------|------------|------------------|---------------------|---|--|--|
|            | Suppliers 	 Manage Suppliers 	 Search for a Supplier 	 Su                          | pplier Profile - Curry, Rachel   |                                |                      |                       |            |                  |                     |   |  |  |
| 7          | Back to Results     1 of 1 Res   | ults 🔻 🔇 🗲   |                                |                      |                       |            |                  |                     |   |  |  |
| 5          | Curry, Rachel 🥹  | History  |                                |                      |                       | 2          |                  |                     |   |  |  |
|            | Doing Business As : Writings of Rachel   | > Filter History   |                                |                      | Export                | CSV        |                  |                     |   |  |  |
| _          | Registration Status Approved<br>Registration Type Full Supplier Registration       |  |                                |                      |                       |            |                  |                     |   |  |  |
| ш          |  | Results Per Page     20 ∨     Records tound: 34       Date ▼     User △     Action △     Context △     Section △     Field | Old                            | New Value            | le 1 ∨ of 2 [<br>Note | <u>•</u> ? |                  |                     |   |  |  |
| <u>~</u> % | About  | 11/4/2021 System Successfully exported Supplier Registration   | Valu                           | e                    |                       |            |                  |                     |   |  |  |
| 39         | Contacts and Locations   | AM   |                                |                      |                       |            |                  |                     |   |  |  |
|            | Workflow and Review  | 11/4/2021 System Supplier Registration Supplier Registration   |                                |                      |                       |            |                  |                     |   |  |  |
| <u>III</u> | Internal Notes<br>Supplier Registration Workflow<br>Supplier Review Workflow<br>Wa | WEVER, there is no PeopleSoft number listed s an error in communication between systems.                                   | for the                        | supplie              | r. This               | s indicate | s there          | e                   |   |  |  |
|            | View History Th  | These are rare and are normally manually resolved, but please email  |                                |                      |                       |            |                  |                     |   |  |  |
|            | pro  | procurement@udel.edu if the supplier status says. "Approved" with no supplier  |                                |                      |                       |            |                  |                     |   |  |  |
|            | nu   | nber.  |                                |                      |                       | ••         |                  |                     |   |  |  |
|            |  | 11/4/2021 Bil Modified General Active for Shop<br>11:24:04 Gonzalez<br>AM  | ping false                     | true                 |                       |            |                  |                     |   |  |  |
|            |  | 11/4/2021 Bil Viewed Payment Account Number<br>11:23:36 Gonzalez Information   | er                             |                      | ACH Payme             | nt         |                  |                     |   |  |  |
| Q          |  | 9/30/2021 System Modified (via Workflow) General OFAC SDN Infor<br>2:19:59   Status Last Up<br>PM                          | rmation <i>empt</i> y<br>dated | 9/30/2021<br>2:19 PM |                       |            |                  |                     |   |  |  |
| ->         |  |  |                                |                      |                       |            | Powered by IAGG/ | ER   Privacy Policy |   |  |  |





| Suppliers  Manage Suppliers  Search for a Supplier | Supplier Profile - Curry, Rachel   |  |  |   |   |                        |              | •               |           |
|--|--|--|--|---|---|------------------------|--------------|-----------------|-----------|
| Back to Results     1 of 1 R                       | esults 🔻 < >   |  |  |   |   |                        |              |                 |           |
| Curry, Rachel 🚳                                    | History  |  |  |   |   |                        | ?            |                 |           |
| Doing Business As : Writings of Rachel             | > Filter History   |  |  |   |   | Export (               | CSV          |                 |           |
| Registration Status Approved                       | Results Per Page 20 V  |  | Records found: 40  |   | Page 1                                    | l ∨ of 2 ▶             | ] ?          |                 |           |
|  | Date 🔻 User 🛆  | Action   | △ Section △ Field  | d 🗠 Old Value   | New Value                                 | Note                   | 2            |                 |           |
|  | 11/12/2021 System Modii<br>12:18:18 impo<br>PM   | ied <i>(via</i> Fulfillment Ce<br>t) Fulfillment Ce<br>1   | enter: General Address ID<br>enter   | empty inherited   | / UD                                      |                        |              |                 |           |
| About >  | 11/12/2021 System Modi   | ied (via Address: 35   | Addresses Remittance   | 2   |   | Updated                | t            |                 |           |
| Contacts and Locations                             |  |  |  |   |   |                        |              | 4               |           |
| View History                                       | from People<br>The requisiti   | Soft and the on can now  | supplier recor<br>be submitted b   | d was upda<br>because it w                                      | ted in UD<br>/ill know to                 | X.<br>o lool           | k for        |                 |           |
| View History                                       | from People<br>The requisiti<br>supplier ID 0  | Soft and the<br>on can now<br>000041463  | supplier recor<br>be submitted b<br>in PeopleSoft                          | d was upda<br>because it w<br>when the re                       | ted in UD<br>vill know to<br>equisition   | X.<br>o lool<br>is ser | k for<br>nt. |                 |           |
| View History                                       | from People<br>The requisiti<br>supplier ID 0  | Soft and the<br>on can now<br>000041463  | supplier recor<br>be submitted to<br>in PeopleSoft                         | d was upda<br>because it w<br>when the re                       | ted in UD<br>vill know to<br>equisition   | X.<br>o lool<br>is ser | k for<br>nt. |                 |           |
| View History                                       | from People<br>The requisiti<br>supplier ID C  | Soft and the<br>on can now<br>0000041463   | supplier record<br>be submitted k<br>in PeopleSoft                         | d was upda<br>because it w<br>when the re<br>unber empty        | ted in UD<br>vill know to<br>equisition i | X.<br>o lool<br>is ser | k for<br>nt. |                 |           |
| View History                                       | from People<br>The requisiti<br>supplier ID C<br>PM<br>11/12/2021 System<br>11/4/2021 System<br>11/4/2021 System<br>11/4/2021 System<br>AM   | Soft and the<br>on can now<br>0000041463<br>hed (via<br>t)<br>sesfully<br>set to ERP<br>ystem)<br>Supplier<br>Registration<br>Workflow   | supplier recor<br>be submitted k<br>in PeopleSoft                          | d was upda<br>because it w<br>when the re<br>unber <i>empty</i> | ted in UD<br>vill know to<br>equisition   | X.<br>o lool<br>is ser | k for<br>nt. |                 |           |
| View History                                       | from People         The requisiti         supplier ID C         PM         11/12/2021 System         11/4/2021 System         11/4/2021 System         AM         System         Supplication         System         Supplication         System         Supplication         System         Supplication         Supplication | Soft and the<br>on can now<br>0000041463<br>(via<br>t)<br>(via<br>ted (via<br>t)<br>(via<br>ted to ERP<br>ystem)<br>(via<br>ted to ERP<br>ystem)<br>(via<br>tration<br>workflow)<br>(via<br>tration<br>workflow) | supplier record<br>be submitted to<br>in PeopleSoft<br>General Supplier No | d was upda<br>because it w<br>when the re<br>unber <i>empty</i> | ted in UD<br>vill know to<br>equisition i | X.<br>o lool<br>is ser | k for<br>nt. |                 |           |
| View History                                       | from People         The requisiti         supplier ID C         PM         11/12/2021       System         11/4/2021       System         11/4/2021       System         MM       Viria System         11/4/2021       System         AM       System         11/4/2021       System         Supplice       Supplice         MM       Supplice   | Soft and the<br>on can now<br>0000041463<br>hed (via<br>t)<br>essfully<br>ted to ERP<br>ystern)<br>ssfully<br>ted to ERP<br>ystern)<br>systern<br>Workflow   | supplier recor<br>be submitted k<br>in PeopleSoft<br>General Supplier No   | d was upda<br>because it w<br>when the re<br>unber <i>empty</i> | ted in UD<br>vill know to<br>quisition    | X.<br>o lool<br>is ser | k for<br>nt. | Powered by JAGG | AFR I Pri |

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| . Unerstate exchange   | All 🕶   | See Note   |
|--|---|--|
| Suppliers  Manage Suppliers  Search for a Supplier  Search for a Sup | ults - CareerLeader LLC   | Line: 1, Split: 0 - Supplier<br>number: 0000013244 may not<br>exist, may be inactive or is not |
| CareerLeader LLC  Supplier Number 0000013244 Registration Status in Progress Registration Type Full Supplier Registration  | Supplier Registration Workflow<br>OFAC Supplier Check<br>Submitted<br>10/14/2021 7:45<br>AM<br>OFAC Supplier Check<br>Completed ✓<br>Duplicate Robot<br>Completed ✓<br>View approvers<br>Completed ✓<br>Completed Completed Comp | open for ordering.<br>Show less  |
| Contacts and Locations          Workflow and Review         Internal Notes         Supplier Registration Workflow         Supplier Review Workflow         View History  | If a supplier has a number, but your requisition was return<br>they may have become inactive or needed/submitted a n<br>You can check the <b>History</b> as well as the <b>Supplier Regis</b><br>in the <b>Workflow and Review</b> section to see if they are be  | ned with this error,<br>new W9.<br><b>stration Workflow</b><br>eing updated.                   |
|  | Once fully reviewed and approved, resubmit the requisition  | on.  |



### Chartfield Return Issues: General

Line: 1, Split: 1 -Different Source (CF2) value found for Speed Chart: 'RNOV853539'. 290000000 \ 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 nowoutdated chartfield string.
- These errors can also occur when you have an invalid purpose code/account code combination.



#### **Fixing Chartfield Return Issues**

| U<br>ca  | pdated values<br>ases, simply re  | s come into l<br>e-entering th | nost                     | Not  | te                      |               |   |          |            |
|----------|-----------------------------------|--------------------------------|--------------------------|--|-------------------------|---------------|---|----------|------------|
| Y<br>C   | ou may also s<br>lick to select i | ee that a nev<br>t as shown.   | e.                       | Line: 1, Split: 1 -<br>Different Department<br>value found for<br>Speed Chart: |                         |               |   |          |            |
| <b>^</b> | BERNING EXCHANGE                  | rch (4                         | ST123456'. 05825<br>5804 |  |                         |               |   |          |            |
|          | Edit Accounting Codes             |                                |                          |  |                         |               |   |          | - ×        |
|          | Accounting Codes                  |                                |                          |  | Organization Values     |               | 1 |          |            |
| Ö        | Work Order Number                 | SpeedType * 🗄                  | Purpose 王                | Fund   | 05825 - FACILITIES-CAMP | PUS ARCHITECT |   | Source   | Project ID |
| 血        | N/A 🖌                             | TEST123456                     | Q TEST123456 🖌           | OPBAL 🖌  | 05804                   | OPMNT         | 2 | No Value | No Value   |
| 122      | <                                 |                                |                          |  |                         |               |   |          | + ~        |
| 39       |                                   |                                |                          |  |                         |               |   |          | _          |
| ul.      | ★ Required fields                 |                                |                          |  |                         |               |   | Sav      | Close      |





#### 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<br>Line: 1, Split: 1 -<br>Invalid ChartField | S<br>co<br>m                        | ometime<br>ombo ec<br>atching            | es char<br>dits. In<br>accour | tfield failu<br>this insta<br>nt code. | ires are<br>nce, th  | e a resu<br>le purpo                        | It of rule<br>se code | es set u<br>e can O | p in PeopleS<br>NLY be use | Soft for<br>d with a |
|---|-------------------------------------|--|-------------------------------|--|----------------------|---|-----------------------|---------------------|----------------------------|----------------------|
| CHARTFIELD1/                                      |                                     |  |                               |  |                      |   |                       |                     | ~                          |                      |
| ACCOUNT in combo<br>group BSPURACT                | eedType                             | Purpose                                  | Fund                          | Dept                                   | Program              | Source                                      | Project ID            | User Ref            | Cost Share Project         |                      |
| N/A NO<br>BIL                                     | GAA3<br>ON STUDENT<br>LLING REFUNDS | A2GAA3<br>NON STUDENT<br>BILLING REFUNDS | OPBAL<br>OPERATING<br>BALANCE | 04630<br>COLLECTION<br>SERVICES        | no value             | no value                                    | no value              | no value            | no value                   |                      |
| ∧ ITEM DETAILS                                    | 6                                   |  |                               |  |                      |   |                       |                     |                            |                      |
| Payee Invoice                                     | e Number                            |  |                               | Commodity Code                         | NP-FIN/              | ANCE / N-POP VPFN                           | N USE Internal        | Note/Business       | no value                   |                      |
| Invoice Date                                      |                                     |  |                               |  | codes r<br>units to  | equired by VP Finan<br>transact routine no  | nce<br>Internal       | Attachments         |                            |                      |
| Payment<br>Notes/Instruc                          | ctions                              | refund fees paid                         |                               |  | busines<br>Office, A | s, including Cashier<br>Auxiliary Services, | r's Externa           | Note                | no value                   |                      |
|   |                                     |  |                               |  | Procure              | ment Services.                              | Attachn               | nents for supplier  |                            |                      |
| more info   |                                     |  |                               | Account Code                           | A2GAA                | B   | PO Type<br>DS         | e Override          | ×                          |                      |



41

#### 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<br>correlate to a valid SpeedType  |
| EXCLACCNT  | Ensure that certain Accounts, such as transfers, are not used on AP<br>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<br>(Expense Purpose = Expense Activity)               | Rule precludes the use of Revenue Accounts with non-Revenue Purposes<br>as identified in the SpeedType Description - not containing REV or R/E for<br>Funds OPBAS or OPSS |
| SPDCHTACTE | Ensures that Revenue Purposes do not have Expense activity   | Rule predude the use of Expense Accounts on Revenue Purposes as<br>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<br>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<br>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<br>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<br>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  |



#### **Questions:**

• procurement@udel.edu

#### **Resources:**

- Procurement Services Website
- UDX Troubleshooting Tips



