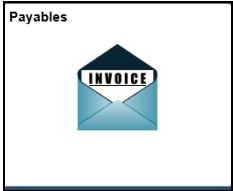


## How to Review & Resolve Voucher Build Errors Quick Reference Guide

This document provides an overview of a commonly encountered voucher build error. Voucher build errors occur when the voucher build process is run to build vouchers from staged transactions. This document focuses on errors generated from staged procurement card transactions. The steps below outline the process of identifying, analyzing, and resolving voucher build errors as well as providing suggestions for preventing errors altogether.

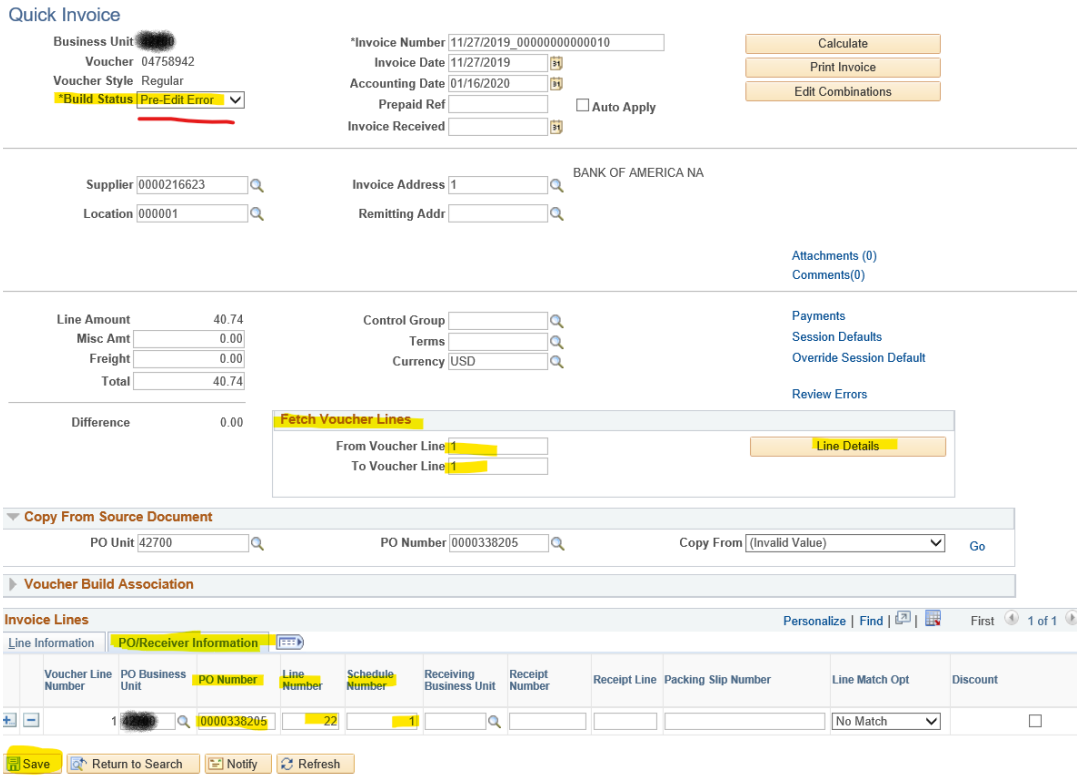
Step	Description
1.	<p><b>Search for Voucher Build Errors:</b></p> <ul style="list-style-type: none"> <li>• After the <b>Load Voucher Stage</b> process has been run to stage all reconciled and approved PCard transactions with a valid budget status, staged transactions are then eligible for selection by the Voucher Build job to create the monthly PCard voucher.               <ul style="list-style-type: none"> <li>○ The voucher build process is run as part of the nightly batch job, however, can also be run, manually as needed, by AP</li> </ul> </li> <li>• Once the <b>Voucher Build</b> job completes, AP staff confirms successful creation of the monthly PCard Voucher or the existence of resulting <b>Voucher Build Errors</b> by:               <ul style="list-style-type: none"> <li>○ Running the <b>0PO201G_PCARD_VOUCHER</b> query for the billing date staged.</li> <li>○ If no data returns, AP should search for any potential voucher build errors that prevented the PCard voucher from building by either navigating through the <b>Payables</b> tile                   <div style="text-align: center; margin: 10px 0;">  </div> <p style="text-align: center; margin: 0;">OR</p> <ul style="list-style-type: none"> <li>○ Navigating directly, using the NavBar (Accounts Payable &gt; Vouchers &gt; Maintain &gt; Voucher Build Error Detail)</li> </ul> </li> </ul> </li> </ul>
2.	<p><b>On the Voucher Build Error Detail page, search for PCard vouchers with errors</b> by specifying the Bank of America Supplier ID = 0000216623 (or current BOA supplier id) and Voucher Source = Procurement Cards:</p> <div style="border: 1px solid #ccc; padding: 10px; margin: 10px 0;"> <p><b>Voucher Build Error Detail</b></p> <p>Enter any information you have and click Search. Leave fields blank for a list of :</p> <p style="background-color: #e0e0e0; padding: 2px;">Find an Existing Value</p> <p style="background-color: #e0e0e0; padding: 2px;">▼ Search Criteria</p> <p>Business Unit = <input type="text" value=""/></p> <p>Voucher ID begins with <input type="text" value=""/></p> <p>TSE Run ID = <input type="text" value=""/></p> <p>Origin begins with <input type="text" value=""/></p> <p>Control Group ID begins with <input type="text" value=""/></p> <p>Supplier ID begins with <input type="text" value="0000216623"/></p> <p>Buying Agreement ID begins with <input type="text" value=""/></p> <p>Invoice Number begins with <input type="text" value=""/></p> <p>Invoice Date = <input type="text" value=""/></p> <p>Voucher Source = <input type="text" value="Procurement Cards"/></p> <p><input type="checkbox"/> Case Sensitive</p> <p style="text-align: center;"> <input type="button" value="Search"/> <input type="button" value="Clear"/> <input type="button" value="Basic Search"/> <input type="button" value="Save Search Criteria"/> </p> </div>

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3.	<p><b>Analyze existing voucher build errors. Examples below include both a Voucher Header and Voucher Line Error.</b></p> <ul style="list-style-type: none"> <li>• <b>Header error:</b> <ul style="list-style-type: none"> <li>○ Although possible, header errors are less common on PCard vouchers, more commonly occur on regular vouchers</li> <li>○ Reference a <b>field name</b> on the voucher header that is triggering the error</li> <li>○ Provide <b>message</b> explaining root cause of error</li> <li>○ If <b>header error</b> shown below occurs on a monthly PCard voucher, this indicates an incorrect/invalid supplier id was inadvertently specified (ex. unapproved/denied supplier profile) <ul style="list-style-type: none"> <li>▪ To resolve this error, the supplier id and/or location can be changed on the Quick Invoice page accessed using the 'Correct Errors' link</li> </ul> </li> </ul> </li> </ul> <div style="margin-top: 20px;"> <p style="color: #4F81BD;">Voucher Build Error Detail</p> <p style="text-align: right;">Business Unit <span style="background-color: black; color: black;">[REDACTED]</span>      Voucher ID 04142014      <a href="#">Correct Errors</a></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th colspan="2" style="text-align: left;">Header Errors</th> <th style="text-align: right;">Personalize   Find</th> </tr> <tr> <th style="width: 50%;">Field Name</th> <th style="width: 40%;">Message</th> <th></th> </tr> </thead> <tbody> <tr> <td>Supplier ID</td> <td>TSE Prompt table edit, value not found in prompt table.</td> <td></td> </tr> </tbody> </table> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 5px;"> <thead> <tr> <th colspan="3" style="text-align: left;">Invoice Line Errors</th> <th style="text-align: right;">Personalize   Find   View All   [Print] [Refresh]</th> </tr> <tr> <th style="width: 5%;">Line</th> <th style="width: 35%;">Field Name</th> <th style="width: 40%;">Message</th> <th style="text-align: right;">First 1 of 1 Last</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> <td> </td> <td> </td> </tr> </tbody> </table> <p style="margin-top: 5px;"> <a href="#">Return to Search</a>    <a href="#">Previous in List</a>    <a href="#">Next in List</a>    <a href="#">Notify</a> </p> </div> <ul style="list-style-type: none"> <li>• <b>Line error:</b> <ul style="list-style-type: none"> <li>○ Commonly occur on PCard vouchers</li> <li>○ Reference specific <b>voucher line number(s)</b> in error</li> <li>○ Provide <b>message</b> explaining root cause</li> <li>○ Line error shown below indicates an issue with the linked PO Line (ex. canceled or closed) <ul style="list-style-type: none"> <li>▪ To resolve this error, follow Steps 4-6 outlined below</li> </ul> </li> </ul> </li> </ul> <div style="margin-top: 20px;"> <p style="color: #4F81BD;">Voucher Build Error Detail</p> <p style="text-align: right;">Business Unit <span style="background-color: black; color: black;">[REDACTED]</span>      Voucher ID <span style="background-color: black; color: black;">[REDACTED]</span>      <a href="#">Correct Errors</a></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th colspan="2" style="text-align: left;">Header Errors</th> <th style="text-align: right;">Personalize   Find   View /</th> </tr> <tr> <th style="width: 50%;">Field Name</th> <th style="width: 40%;">Message</th> <th></th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> <td> </td> </tr> </tbody> </table> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 5px;"> <thead> <tr> <th colspan="3" style="text-align: left;">Invoice Line Errors</th> <th style="text-align: right;">Personalize   Find   View All   [Print] [Refresh]</th> </tr> <tr> <th style="width: 5%;">Line</th> <th style="width: 35%;">Field Name</th> <th style="width: 40%;">Message</th> <th style="text-align: right;">First 1 of 1 Last</th> </tr> </thead> <tbody> <tr> <td>29</td> <td>Line Number</td> <td>There are no open distributions for this Purchase Order line.</td> <td> </td> </tr> </tbody> </table> <p style="margin-top: 5px;"> <a href="#">Return to Search</a>    <a href="#">Notify</a> </p> </div>	Header Errors		Personalize   Find	Field Name	Message		Supplier ID	TSE Prompt table edit, value not found in prompt table.		Invoice Line Errors			Personalize   Find   View All   [Print] [Refresh]	Line	Field Name	Message	First 1 of 1 Last					Header Errors		Personalize   Find   View /	Field Name	Message					Invoice Line Errors			Personalize   Find   View All   [Print] [Refresh]	Line	Field Name	Message	First 1 of 1 Last	29	Line Number	There are no open distributions for this Purchase Order line.	
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4.	<p><b>Use the Quick Invoice page to review the voucher with a header or line voucher build error. This</b></p>																																										



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Step	Description
	<p>step provides instruction for reviewing the PO related <b>line error</b> shown in Step 3 above:</p> <ul style="list-style-type: none"> <li>Click the <b>‘Correct Errors’</b> hyperlink on the Voucher Build Error Detail page (shown below)</li> <li>Use the <b>‘Fetch Voucher Lines’</b> section to specify/search voucher line number or range of numbers in error (if needed)</li> <li>Click the <b>PO/Receiver Information tab</b> within the Invoice Lines section to confirm the PO#, PO Line# and PO Schedule# associated with the voucher line. This is the PO detail that was initially linked on the CC transaction during reconciliation</li> </ul>  <p>The screenshot shows the 'Quick Invoice' interface. At the top, there are fields for Business Unit, Voucher (04758942), Voucher Style (Regular), and Build Status (Pre-Edit Error). There are also fields for Invoice Number, Invoice Date, Accounting Date, Prepaid Ref, and Invoice Received. A 'Calculate' button is visible. Below this, there are fields for Supplier (0000216623), Location (000001), Invoice Address, and Remitting Addr. A 'Fetch Voucher Lines' section is highlighted, showing fields for From Voucher Line and To Voucher Line. Below that is a 'Copy From Source Document' section with fields for PO Unit, PO Number, and Copy From. At the bottom, there is an 'Invoice Lines' section with a table showing Voucher Line Number, PO Business Unit, PO Number, Line Number, Schedule Number, Receiving Business Unit, Receipt Number, Receipt Line, Packing Slip Number, Line Match Opt, and Discount. The 'PO/Receiver Information' tab is selected, and the table shows one line with PO Number 0000338205 and Line Number 22.</p>
5.	<p><b>Take appropriate corrective action to resolve voucher build errors. The action required will depend on the specific error received, however, this step provides ‘how-to’ instruction for the same PO related <b>line error</b> shown in Step 3 above.</b></p> <ul style="list-style-type: none"> <li><b>This document addresses the most common “There are no open distributions for this PO line” voucher build error. Corrective action for this error requires:</b> <ul style="list-style-type: none"> <li>Clearing values populated in the PO Number, Line Number and Schedule Number fields (as show above)</li> <li>Changing the <b>‘Build Status’</b> from “Pre-Edit Error” to <b>‘Build Voucher’</b> option. This allows the voucher/voucher line(s) in error to be selected for processing when the voucher build job runs again</li> </ul> </li> </ul>



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Step	Description
	<ul style="list-style-type: none"> <li>○ Click <b>'Save'</b> - with all voucher build errors cleared, the voucher should build successfully when the voucher build job runs again</li> </ul>
6.	<p><b>Suggestions for preventing PCard voucher build errors:</b></p> <ul style="list-style-type: none"> <li>● <b>Increase PO-AP communication:</b> <ul style="list-style-type: none"> <li>○ POs or individual PO lines for pay-by-pcard POs (POs having a PCard linked) should not be canceled or manually closed <b>prior</b> to liquidation of all line qty/amounts through reconciliation, approval and payment of all <i>expected</i> PCard charges based on items received or <i>expected</i> to ship.</li> </ul> </li> <li>● <b>Run the 0PO201H_PCARD_DOC_TOL_ERRORS query:</b> <ul style="list-style-type: none"> <li>○ This query is typically run by AP staff <b>prior</b> to running the voucher load stage process that stages eligible PCard transactions for building into the monthly PCard voucher</li> <li>○ Reference the <b>"TIPS for Analyzing PCard Doc Tol Public Query - 0PO201H"</b> guide for a detailed explanation of analyzing results produced by this query.</li> </ul> </li> <li>● <b>Complete the reconciliation process <i>completely</i> to prevent common causes of errors including:</b> <ul style="list-style-type: none"> <li>○ Verify the <b>appropriate PO line number is linked</b> on each PCard transaction line.</li> <li>○ Confirm that no <b>PO line number is linked more than once</b>, either to more than one transaction (except in the case of partial line shipments/charges) or to more than one line on a split transaction</li> <li>○ Use the <b>'Split Line'</b> hyperlink/action to split a single/"lump-sum" charge from a supplier for the <b>total</b> PO amount, into multiple transaction lines for <b>individual</b> PO line amounts to prevent over-liquidation of any single PO line and, instead, allow: <ul style="list-style-type: none"> <li>▪ each individual PO line to be linked to actual charge amount for the line that is either <ul style="list-style-type: none"> <li>● less than the PO line amount (for partial shipment/charges), or</li> <li>● equal to the PO line amount (for full charge of PO line)</li> </ul> </li> <li>▪ accurate liquidation of each individual PO line qty/amt so that, once fully liquidated, individual PO lines are eligible for systematic closure. Then, once all PO Lines are liquidated, PO Headers will also close systematically</li> <li>▪ Refer to the <b>"How to Split CC Transactions for Linking/Liquidating Individual PO Lines"</b> QRG for detailed instruction on analyzing CC transactions to confirm whether a transaction requires a split and, if so, how to split and link/liquidate individual PO lines.</li> </ul> </li> </ul> </li> </ul>