



## eProcurement: Tips For Analyzing The PCard Doc Tol Errors Query

We strongly recommend that agencies run the **0PO201H\_PCARD\_DOC\_TOL\_ERRORS** query before running the PCARD voucher stage and build processes. This action will help to minimize document tolerance errors received on a PCard voucher as well as requiring less troubleshooting efforts from the Accounts Payable department.

- Navigate to the Procurement Work Center > Reports and Queries Tab, or Navigator > Reporting Tools > Query > Query Viewer
- Run the 0PO201H\_PCARD\_DOC\_TOL\_ERRORS query for your Agency BU
- Download the query to Excel.
- Sort the query by PO Id/Line number.
- When applicable, perform a subtotal by PO ID/Line Number if multiple distribution lines exist and compare to the PCard Transaction amount. Ignore if no difference in amount/qty.

Note: In addition, reviewing the POs referenced online vs reconcile statement page helps in visualizing the data presented in the query. This will help determine if there are any issues.

### SCENARIOS:

There are many scenarios that can result in a document tolerance error. This document will capture the most common. The screenshots provided are excerpts of the doc tol errors query results.

1. PCard is linked to cancelled or closed PO line.
  - a. Check the status of the associated PO line to see if it is cancelled (X) or closed (C).

Trans Amt	PO Amount	DIFF	Budget Status	Name	Account	PO No.	Line	Sched Num	Distribution	Li	PO Qty	Dist Qty	Status
119.800	119.800	0.000	N			0000029719	1	1			1.0000	1.0000	X

Trans Amt	PO Amount	DIFF	Name	Account	PO No.	Li	Sched Nu	Distribution	PO Qt	Dist Qt	Stat
1500.000	1500.000	0.000			0000038911	2	1		1.0000	1.0000	C

- b. Provide an explanation in the comments section of the PCard transaction indicating why PO had to be unlinked.
- c. It is a good idea to frequently run the 0PO204A\_Pcard POs by BU query to make sure you are not cancelling or closing a PO linked to a PCard.

2. Total linked PCard charges > Life To Date PO line Amount/qty

- a. The PCard charges linked to the PO line exceed the life to date quantity/amount of the PO line. This can occur for partially received orders and services. **It is important to keep a tally of the total amount linked.** The 0PO204A - PCard PO's by BU or the 0PO204B\_PCARD\_POs\_By\_Origin are both good queries to run to obtain this information.
  - i. In below example, PO shows no difference on the doc tol query but PO line qty/amt has been exceeded after running the 0PO204B query.

PO No.	Li	Sta	PO Date	PO Qty	Price	Merchandise Amt	Account	Orig Amt	Rem Amt	Voucher Amt	PCard Linked Amt
0000149908	1	D	3/9/2020	2.0000	24.86000	49.720		49.720	49.720	0.000	49.720
0000149908	1	D	3/9/2020	2.0000	24.86000	49.720		49.720	49.720	0.000	24.860

Doc tol query results:



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Trans Ai	PO Amou	DIFF	PO No.	Li	Sched Nu	Distribution	PO Qt
49.720	49.720	0.000	0000149908	1	1		3.0000

- ii. Unlink the PO and split the charge so the amount does not exceed the remaining PO balance. Relink the charge to the remaining PO balance. Leave the overage unlinked.

### 3. PO line has been linked to PCard more than once

- a. This can be due to the incorrect PO line being linked to the charge (e.g. PO line 2 linked twice, instead of PO line 1 and 2). In this case, unlink duplicated line and link to correct PO line.
- b. The order or service is partially received due to various reasons (back order, scheduling delays, e.t.c.). Review total charges linked so far, especially quantity if applicable.
- c. The OPO204A - PCard PO's by BU or the OPO204B\_PCARD\_POs\_By\_Origin query can be run to obtain additional information.

PO No.	Li	PO Qty	Price	Merchandise Amt	Account	Orig Amt	Rem Amt	Voucher Amt	Pcard Linked Amt	Tran Nbr
0000029555	1	3.0000	375.00000	1125.000		1125.000	375.000	750.000	375.000	
0000029555	1	3.0000	375.00000	1125.000		1125.000	375.000	750.000	375.000	

- Total PO qty is 3 but invoice shows 6 quantities, this should have been adjusted when linking, not only the amount.
- The Activity Summary link on the PO also provides all invoices associated if created.

### 4. Existence of multiple distribution lines that when totaled match the PCard TXN amount/split distribution quantity.

- a. When a PO has multiple distribution lines it can show up multiple times but summing the totals/distribution qty by PO line vs Trans amount will show what to investigate further. If there is no difference, users can ignore.

Trans Amt	PO Amount	DIFF	Budget Status	Name	Account	PO No.	Line	Distribution on Li	PO Qty	Dist Qty
2.810	2.810	0.000	V			0000006801	4	1	1.0000	0.1997
2.810	2.810	0.000	V			0000006801	4	2	1.0000	0.1997
2.810	2.810	0.000	V			0000006801	4	3	1.0000	0.1997
2.810	2.810	0.000	V			0000006801	4	4	1.0000	0.1997
2.830	2.830	0.000	V			0000006801	4	5	1.0000	0.2012

### 5. Difference due to PCard charge exceeding linked PO distribution line amounts.

- a. Unlink PO from charge via purchase details link.
- b. Split the charge so the overage is isolated and only the amount that matches the PO amount is linked. The excess amount should not be linked to a PO.

### 6. Difference due to PCard lump sum charge not yet split

Trans Amt	PO Amount	DIFF	Budget Status	Name	Account	PO No.	Line	Distribution Li	PO Qty	Dist Qty
238.000	183.850	54.150	V			0000006215	1	1	5.0000	5.0000



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- Review PCard Charge to see if any further details provided in the transaction details such as line item #, qty, description and BU.PO # in customer code field of level 3 data. Not all suppliers provide this information but it is a starting point.

The screenshot shows the 'ProCard VISA Trans Details' interface. It includes fields for Card Number, Posted Date (03/30/2020), Transaction Number, and Sequence Number (13). Below this is a section for 'Card Transaction - Type 5' with tabs Tab 1 through Tab 7. An arrow points to 'Tab 5' in this section. Underneath is the 'Customer Code / CRI' field with a value of '1'. Below that is a section for 'Line Item Detail - Type 7' with tabs Tab 1 through Tab 4. A red box highlights the 'Line Item Detail - Type 7' section, which contains a table with the following data:

Quantity	Unit Cost	Unit of Measure	VAT/
1	1.0000	24.8600 PCE	

- Query to see if you have any POs for this supplier and review the line details.
  - Check the packing slip as well to see if details provided.
  - Be very cautious when splitting the PCard lines as this action is irreversible.
- Check to make sure the cardholder was not charged twice for the same transaction.
    - Duplicate charges will need to be disputed with the merchant until a credit is issued.
    - Flag the duplicate charge in PS using the dispute amount/comments until the credit is collected.
    - Once the credit is received, you reconcile the charge as normal.
  - Make sure the POs assigned to the transactions being vouchered have a budget check status of Valid (V). This can cause voucher build errors.
    - The query has a column that captures the budget status.
    - Run budget checking on the applicable PO to resolve.
  - Ignore if there is a negative difference due to PO line amount not yet fully linked.
    - It may be due to partial shipment or partial services rendered.
    - Keep track of what has been charged over time so that PO line amount is never exceeded.

Trans A	PO Amou	DIFF	Voucher	Line	PO No.	Li
23.890	6000.000	-5976.110			0 0000104683	1

### Notes:

**OPO204A - PCard PO's by BU** – Query is available under the Reports/Queries Tab of the Procurement work center and references all POs linked to PCard transactions. Shows what charges have been linked so far.



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*Periodically check for QRGs that may assist with performing some of the resolution options offered via the following Path or link below:*

- *State Purchasing > Team Georgia Marketplace > TGM for State Agencies > 9.2 Quick Reference Guide List*
- <http://doas.ga.gov/assets/State%20Purchasing/TGM%20Documents%20for%20State%20and%20Local/9.2%20Quick%20Reference%20Guide%20List.pdf>