00:00:00:22 - 00:00:24:15

Patrick Etienne

All right. Good afternoon, everyone, and thank you for joining me, 2022 Camp IPPS Comment Procurement Card Expense Report Errors course. I am Patrick, the procurement card program manager and your host for today's course. Today we will be reviewing common procurement card expense report errors.

00:00:25:01 - 00:00:50:20

Patrick Etienne

A few things before we get started. This course is slated for 30 minutes. This course is best suited for those who regularly create and submit expense reports and have a role of a cardholder or delegate. Since we have a large audience for the day, I am kindly asking that you please turn off your videos to reduce bandwidth and internet issues.

00:00:50:20 - 00:01:08:12

Patrick Etienne

I will do the same as well. Once I begin the presentation, everyone is on mute. Please only unmute if prompted to do so by myself or a moderator. Our moderators for today are Emily Wong, Kelly Sanchez and Vanessa Torres.

00:01:08:23 - 00:01:23:08

Patrick Etienne

We ask that you submit any questions you have via the chat. We will have about 5 minutes to answer questions that come in via the chat. The moderators will not be at all the answering questions during the presentation.

00:01:24:13 - 00:01:43:18

Patrick Etienne

Please do not direct message myself as I will not be checking the chats as we progress through the course. So please, when you're submitting your questions submit to all and not to direct message myself. All right. I'm going to go ahead and stop the video as I begin the presentation.

00:01:44:24 - 00:02:09:05

Patrick Etienne

The topics we'll be covering today will be. The difference between yellow and red alerts on Concur expense reports. How to interpret a returned expense report status. What a COA failed validation error means and what a POETAF failed validation error means.

00:02:09:12 - 00:02:24:09

Patrick Etienne

Let's go ahead and jump into it. So the first type of alert I want to review today are the differences between yellow alert and red alerts within an expense report. These are alerts that may appear when you try to submit an expense report.

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Patrick Etienne

Depending on the color of the alert and what the alert says will determine how you will proceed. A yellow alert means for you to slow down and proceed with caution. If you take a look at the example shown on the screen, you can see the very top of the page. states "Alerts: 5" next to a yellow triangle with a black exclamation inside of it.

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Patrick Etienne

If you click on the dropdown arrow to the right, the screen will open up and look like the top portion of this example. It will list out all five alerts and provide insights as to what the issue might be with each one.

00:03:10:05 - 00:03:31:24

Patrick Etienne

If you take a look at the first three highlighted rows, you can see that it states this expense entry may be a duplicate of the following expense. This will not prevent the expense report from being submitted. On these report examples for privacy reasons, we blurred out the report ID.

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Patrick Etienne

It states the expense excuse me, the expenditure type followed by the dollar amount of the transaction. This is one of the most common errors. These yellow alerts will not stop you from being able to submit an expense report.

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Patrick Etienne

Concur recognizes that you may have the same transaction with the same dollar amount, date and vendor name. So it just want to make sure that you're reviewing it and ensure they are correct and that the vendor did not accidentally charge you twice.

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Patrick Etienne

If you take a look at this second example, you will see the yellow triangles next to each line item that it thinks that might be a duplicate. So as a card holder or delegate, your only responsibility with this specific alert is to ensure your transactions are not duplicates.

00:04:31:00 - 00:04:57:16

Patrick Etienne

Once you've reviewed that they're not duplicates you can go ahead and proceed to reconcile your expenses. Now we're going to switch gears a bit to red alerts. When you try to submit an expense report which requires action to be taken by changing something within the expense report, the report will return with a red alert.

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Patrick Etienne

When a red alert appears at the top of an expense report, this pretty much means stop, action is required. The top of the expense report will tell you "Alerts: 6" for the number of alerts that there are. For this example, you will see one of the most common expense report errors we see, which is

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Patrick Etienne

"Action. This report must be submitted by the cardholder to certify their expenses. An email will be sent to the cardholder tomorrow to notify them that this report is ready." So this error means that the person trying to click submit on the expense report does not have the authority to do so and needs to have the cardholder physically certify their expenses by clicking the final submit button on the expense report.

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Patrick Etienne

There might be times when you have both yellow and red alerts on the same expense report. When you see an alert or alerts at the top of your expense report, you'll want to click on the dropdown arrow to the right to view what those alerts are.

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Patrick Etienne

So to recap, once open, you can scroll down and see what the errors are. The ones in red require actions. The ones in yellow require review. If you click on View next to the error, it will take you to the specific expense that needs attention.

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Patrick Etienne

If you take a look at the example provided, you can see where the arrows are pointed to the word View. Clicking on View will open up the error to provide you additional information that you may not be able to view at the top of your expense report.

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Patrick Etienne

There's one last area in Concur that you will see a returned expense report there. This will be on your main expense home page on Concur. The main expense home page is where you can view all of the expense report you are currently waiting on or awaiting approval.

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Patrick Etienne

When Concur has recognized an error in your report, the system will return it back to the user. Or if an approver needs something corrected, they will have the ability to send the report back as well. At the top of each expense report box.

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Patrick Etienne

Different colors means different statuses. A blue header means not submitted. It is still being worked on. A green header means submitted, and it has moved to the next person in the approval flow. A red header return means that it was sent back to the user and an action is actually required.

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Patrick Etienne

Let's take a closer look at the statuses at the bottom of each expense report view. These are important. So in this first example, you can clearly see an expense report has been returned. If you look closely at the bottom of the red alert square, it states, "sent back to user".

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Patrick Etienne

And then right underneath that it says Concur system. This means that Concur found an error in the report. So it is sending it back to the user to correct. Certain items have been blurred out for privacy purposes.

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Patrick Etienne

Now, in this next example, if you take a look at the bottom of the red alert where it states, "sent back to user" in the line right underneath it has a name: Joe Smith. If the second line shows the name of an actual person, that means the expense report was sent back to the user by that person.

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Patrick Etienne

Typically, when we see a person has returned a report, they will leave a comment. So to view the comments, you will open the expense report and view details. These tips on how to read these types of errors will help you determine what steps you need to take first.

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Patrick Etienne

Okay. So moving on to the more difficult expense report errors. There are two main type of errors that may appear on a returned expense report. The two most common are COA failed validation error and a POETAF validation error.

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Patrick Etienne

What is a COA failed validation? A COA failed validation error means that the issue is located within the chart of account information, which is the fund, financial unit approver, function, program, location, project. So what is a POETAF failed validation here?

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Patrick Etienne

POETAF failed validation error means that the issue is located within the project task information, which is the project, expenditure type, task, funding source. There are nine different types of COA errors and nine different types of POETAF errors. We have a KBA that covers all 18 different types of errors.

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Patrick Etienne

We will share the link at the end of this course. See how important validation is. Pretty much a process that was built into Concur to reduce errors and posting to the ledgers. We somewhat know how to resolve the errors, but it's not necessarily something that our team actually manages.

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Patrick Etienne

If you have questions about these errors, the best resource will always be your fund manager or your financial unit approver. Keep in mind, we will only be reviewing here the most common errors. Let's take a look at our first common error, what it means, and how to resolve it.

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Patrick Etienne

COA failed validation. You're using a segment value that does not exist. This means that the COA value is missing in your report header. So how do you resolve it? Ensure that all required fields, including the fund value, are filled out.

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Patrick Etienne

Once you click save and resubmit your expense report, the error will clear out required fields, including the fund value are filled down. Please note that you should not manually type in your fund or any COA fields. You should start to type it in and then search for it from the dropdown menu.

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Patrick Etienne

So best practice recommendation is that you should never try to copy and paste or type out the full field in any fields on an expense report. POETAF failed validation. The expenditure type doesn't exist because it doesn't have a valid expenditure type.

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Patrick Etienne

So what does this mean? This is an error related to the expenditure type value. So the chart string appearing in Concur would read the project, the task, expenditure type and funding source. The two dots after the task value indicates that the expenditure type is missing.

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Patrick Etienne

So, how do you resolve it? You want to double check all of your expenses and allocation in your request or report to ensure that an expenditure type was chosen? To add an expenditure type to a request, please click on an expense line entry.

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Patrick Etienne

Select allocate from the bottom right hand corner of the screen and add in an expenditure type. Resubmit the request or expense report. Expense types impacts the tax, but the expenditure type affects where the transaction is posted in the PPM.

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Patrick Etienne

For our final example, POETAF failed validation. You must provide a value for the funding source name attribute. The value of the attribute contract number isn't valid. So what does this mean? This is an error related to the funding source not being provided. All sponsored projects must have a funding source value input in Concur.

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Patrick Etienne

So how do you resolve it? You want to double check the report header and allocations to ensure that a funding source was chosen. Then you want to resubmit the expense report. And if the errors continue to persist, you want to submit a Services & Support ticket to the Office of Post Award, Financial Services or OPAFS.

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Patrick Etienne

So same as before. You cannot manually type in your funding source. You must start to type it in and then search for it in the dropdown menu. Again, best practice is to never try to copy and paste or type out a full field in any of the fields on an expense report.

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Patrick Etienne

If you do not know if your project has a funding source, then you can start to type it in and see what comes up. Your task and funding source will load based off the project. So if your project does not have a funding source, it will say no results found in the dropdown menu.

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Patrick Etienne

If you're getting this error and see that the values are correct in the header, you'll need to check your allocations. So this brings us to the end of our common error examples. As promised, here are some of the links and knowledge based articles that were covered in today's presentation.

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Patrick Etienne

These links are also being provided to you in the chat. This presentation will be posted on the procurement card Blink pages within the next few weeks, and a copy of the slides will be shared with the registered attendees after camp.

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Patrick Etienne

So this pretty much concludes our review portion for camp today. We're going to go ahead and spend the next few minutes answering questions that came in from the chat.

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Vanessa Torres

Thank you, Patrick. So we didn't get too many questions. We just got a few. So I'm going to go ahead and read them up and then answer them and then have you just jump in on the last couple of ones.

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Vanessa Torres

So the first one was from Debra. The cardholder must submit their report, shouldn't be considered an error on the delegates part? This always makes me think I did something incorrectly. Can it at least be just the yellow warning?

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Vanessa Torres

So Debra, it is considered an error because the error is that the delegate tried to submit it and you can't. The delegate doesn't have the authority to do so. And since red alerts mean action is required, the action that needs to be taken would be that the cardholder needs to submit their expense report.

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Vanessa Torres

If there is an issue with you as a delegate submitting it, the error is going to tell you what it is that you need to do. So the first part of this we went over like how to look at that.

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Vanessa Torres

So it will tell you what you need to do. And if it states it's the card holder piece, then you would know it. It wouldn't relate to you. The next one that we got is Concur only validates individual pieces of COA and POETAF, not the whole COA, meaning that someone can enter any combination of values in the field and the report will go through even if the values entered do not actually go together.

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Vanessa Torres

We have had lots of reports go through and post the projects in the wrong financial units and then had to clean up a bunch of charges in other departments. Because of this, is there any plan to make the validation do the entire string?

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Vanessa Torres

And this is correct. Any combination can be entered on the report and will go through even if the values don't go together, because the combinations can be changed at any point. If you're having expense reports that are posting to the wrong projects,

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Vanessa Torres

this means that the approvers that are actually approving those expense reports they should be checking for at the time of approval and sending the expense reports back or making the corrections. So I feel like it would kind of go back to training with the approvers.

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Vanessa Torres

They shouldn't be approving them if they're on the wrong chart string because there's no way to solidify validating the entire string in case something is going where they're not going to match together. And so I don't foresee Concur changing that on there because that is the responsibility of the approver at the time that they are approving that. Patrick, I'll ask you to chime in on that one.

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Patrick Etienne

Yeah. So that's that's a great question. And that brings us to the responsibilities of the financial unit approver on approving these expense reports. The Financial Unit Approver not only should be ensuring that the chart strings are correct, but they should also be reviewing the attachments, which is the receipts, whether it's the digital receipt or the physical receipt that is being attached to that expense report.

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Patrick Etienne

So ultimately, the last line of defense to ensure that these transactions are posting correctly to where they need to be posted at is the financial unit approver. So as Vanessa mentioned, there may be training opportunities as far as for those financial unit approvers if that is not being done correctly.

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Vanessa Torres

Thank you, Patrick. The next one is can we please get examples of sponsored versus non sponsored so we have a better idea of when a funding source is needed? So I didn't provide any of those because that's not a common question that we get ever.

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Vanessa Torres

I think this is like the third time I've been asked in two years. Also, Patrick, if you can chime in on this, when how they determine when a funding source is needed is based off of the chartering that they're using.

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Vanessa Torres

Correct. Wouldn't that have to come from their financial unit approver of when the funding sources needed? For sponsored versus non sponsored projects?

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Patrick Etienne

Yes, you are correct. So rule of thumb is that as card holders, if you ever have questions about what chart strings you should be asking, all of those questions should be being addressed to your financial unit approver slash your fund manager.

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Patrick Etienne

They are the ones that manage those funds and would have specific answers for you. As far as from our team, we're not necessarily the ones that versed in that. So the first person that we will tell you to reach out to is your fund manager or your financial unit approver.

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Patrick Etienne

They would be better suited to direct, you know, what chart strings to being able to answer.

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Vanessa Torres

Okay. Awesome. And then I just did want to add that there is a project look up tool in OFC. So that would be sponsored versus non sponsored is based on the project. So you can always look up the project with the lookup tool and then I will see if I can get that and send it in the chat link to that.

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Vanessa Torres

Next question wise, is there a way to submit all event expenses within one expense report? And so I'm assuming by this question that is in reference, let's see, this was Talin. I'm assuming this is in reference to your meaning like procurement card charges and non PCard charges.

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Vanessa Torres

Okay. So there's not because it would be nice, but it's not possible because when you in your report header, when you select the type and there's those three to select from that, you're free to select from. Depending on what you pick is the type of information you have to input that is either required for travel or not required for us.

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Vanessa Torres

And we don't. There's also different type of approval flows that have to do with either expenses or, say, travel card expenses that are different. PCard needs the least amount of, Procurement Card needs the least amount of approvals and basically backup documentation information. Like we require the most I think out of any payment method when it comes to reconciling to providing that.

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Vanessa Torres

And because other payment methods need more, there is no way to combine the screens. They just did it separately. Because then if you were to combine all that, imagine having to combine all the information that's asked for travel, personal reimbursement or the and then would like.

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Vanessa Torres

PCard, it would just inundate the report header screen and would just be too much. So that's why they separated them on there based off what the requirements are. Patrick, you want to chime in on that?

00:24:14:07 - 00:24:33:05

Patrick Etienne

Yeah, just just to add a bit. Also, just because of the scope of our card programs, as far as for this happens. Normal organizations may have a few hundred cardholders where they can have one card, which is, you know, serves the same purpose as a travel or procurement card, would combine those expense reports.

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Patrick Etienne

Our campus is on the larger scale. We have over 3500 procurement cards and 3500 travel cards as well. So that's over 7000 cards and about 20,000 as far as expenses coming through a month. So that's why we had to have a platform that differentiate between the two.

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Vanessa Torres

Thank you. Okay. And then the next question is. If the expenditure type field in the expense line item main page is left blank, but the expenditure type is filled out in the allocation section, the top left button.

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Vanessa Torres

Would the report be okay to approve or would the approver need to send it back? I don't think it allows you to leave it blank. You can submit it, it's going to kick it back. I've never seen it go through with it being left blank.

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Patrick Etienne

But yes, we're speaking at the header level. Correct? To be left blank?

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Vanessa Torres

Yeah, is it at the head or level or

00:25:50:18 - 00:26:07:10

Audience Member

It's when you click in to the actual expense. So I'm a approver for a lot of the transactions and I often see it blank. But if I click into allocation, I see that the expense field is filled out.

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Vanessa Torres

Gotcha. So they left it blank in the expense, but because they allocated it, I think because it picks it up at least once. Patrick I actually didn't know that that was a thing.

00:26:17:12 - 00:26:39:14

Vanessa Torres

I've never actually seen it left blank on the expense. And then only filled out an allocation, I've seen only it filled out in both. But if it's letting you guys do that, honestly, I don't see it being an issue only because if it's not picking it back, because you may have left it blank in the expense, but you allocated it. So it's going to go to whatever the allocation said.

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Audience Member

Okay. So as long as the allocation part has the information, it's fine to approve?

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Vanessa Torres

Yeah, I just think it's weird that it's letting it go through blank.

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Vanessa Torres

If you get another example of that, could you send that to me? And I can just look at the rule behind it to see why that's happening. I've just never seen that, so I'm curious. Okay. Awesome. Thank you. I appreciate that.

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Vanessa Torres

Okay. The last question.

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Patrick Etienne

Vanessa. I'm so sorry. I'm so sorry to stop you, because just being cognizant as far as the time, unfortunately, we've run out of time. As far as resources today, it's already.

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Vanessa Torres

Yeah, I was just going to answer the last two ones. Okay.

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Patrick Etienne

Okay. Go ahead.

00:27:23:05 - 00:27:38:01

Vanessa Torres

Super, super fast. And I want to get to the next one. So the last one is how do you look up chart of accounts and you should reach out to your financial unit approver to find out where they're at.

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Vanessa Torres

And then I did just see that it hit two. So we do have about four questions left. We did take down your information and the question, and we'll go ahead and send follow up questions on those for you guys.

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Patrick Etienne

All right. Thanks, Vanessa, and thanks to everyone as always. My team is available via the UC San Diego Services & Support portal, please. Also, I can't stress enough, feel free to join us for office hours on Wednesdays from 9 a.m. to 10 a.m. where we can answer your questions live on a Zoom session.

00:28:12:23 - 00:28:30:02

Patrick Etienne

And don't forget to attend the camp IPPS wrap up on Friday for a thank you and giveaways this completes our camp for today. So from myself the rest of the procurement card teams we thank you for your time and question.

00:28:30:09 - 00:28:32:10

Patrick Etienne

And please enjoy the remainder of your day.