System Returns in UDX

- Requisitions can be returned by the system workflow for multiple reasons.
- This guide will assist with troubleshooting the return reasons in the Auto Return, Invalid Commodity Code, and PR Validation workflow steps.
If your requisition is returned to you, you can always find the reason in the History tab. Automatically returned requisitions show Action: **Requisition Returned** by User: **System**.
Auto Return Errors

Auto Return is the very first workflow step

• Auto Return is based on rules built in UD Exchange, not PeopleSoft.
• There is only one error message supplied at this step, but it may mean one of several things.
• You will be able to preview an Auto Return error in workflow.
This requisition was automatically returned at the Auto Return step.
It will continue to be returned until the Auto Return step is NOT shown in the workflow sidebar.
Fixing Auto Return Errors: Grants

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

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

• You must re-enter the SpeedType for the associated values such as project end date to repopulate with the refreshed “VALID” code.
Fixing Auto Return Errors: Grants

Many rules in this step focus on grant spending.

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

Requisition Date within 45 days after the Project End Date and Account NOT Publications (148300), Printing Services (144300) or Subawards (153200, 153300)
If Project_Type NOT IN ('DA', 'SVCTR', 'VPFED', 'VPGIF', 'VPOTH', 'VPSTA', 'FACIL') and System Date = 'POST_45' Account NOT IN LIST ('148300', '144300', '153200', '153300')

Requisition Date between 46 and 60 days after the Project End Date and Account NOT Subawards (153200, 153300)
If Project_Type NOT IN ('DA', 'SVCTR', 'VPFED', 'VPGIF', 'VPOTH', 'VPSTA', 'FACIL') and System Date = 'POST_46_60' Account NOT IN LIST ('153200', '153300')

Requisition Date greater than 60 days after the Project End Date
If Project_Type NOT IN ('DA', 'SVCTR', 'VPFED', 'VPGIF', 'VPOTH', 'VPSTA', 'FACIL') and System Date = 'POST_61'

If the Research Office adjusts the end date of the grant, you will need to re-enter the SpeedType/project ID on the requisition to pick up the new dates before resubmitting!
Codes are always shown in the same order in every field. This would be the fourth code listed on the requisition.

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

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

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

If your subaward is auto-returned, make sure the multi-invoice/payment box is checked.
Subawards may also return due to errors on a line item. If the amount on the line is $0, the PO Type Override (POTO) Box **MUST be checked**. Whenever you *increase* the amount on the $0 line to any amount, you must then **UNCHECK** the POTO box or the subaward will allow only one invoice against that line before closing. This cannot be fixed. As of 11/2022, workflow will return the subaward requisition if the POTO box is not correctly used.
Fixing Auto Return Errors: Subaward POTO box

In this example, there is funding on both lines, but the POTO box is checked. This Subaward will automatically return to the submitter to uncheck the POTO boxes and resubmit.
Fixing Auto Return Errors: Subaward POTO box

In this instance, there is a $0 line on the second line as a placeholder, but the POTO box is NOT checked. This requisition will automatically return to the submitter to check the POTO boxes and resubmit.
This is a change request to add funds to the subaward, but the POTO box is still checked. These do not currently auto-return but do route to Procurement Help for review. If the POTO box is not appropriately checked it may be returned manually with specific instructions. If your subaward predates the introduction of the POTO box to UDX, Procurement Help will fix it at this step.
Fixing Auto Return Errors: NPOP Agency Codes

If you are attempting to use the NP-Agency commodity code on a Non-PO Payment form, it MUST be used with a SpeedType that includes Fund Type AGNCY.
Fixing Auto Return Errors: Old/Restricted Forms

• The Auto Return workflow step will also show if you attempt to submit a requisition using an outdated form. This could happen if you copy a previous requisition to a new cart.
• As of April 2023, the Waiver of Bid form that was sunset on July 1, 2022 will cause an Auto Return if it is submitted with a new requisition.
• There are other forms for administrator use only which will prevent submission if submitted by a user without that role.
Fixing Auto Return Errors: Honorarium Request

- The Honorarium Request Form will automatically return if it is submitted with values that indicate Procurement is unable to pay the recipient, such as answering the question regarding whether the individual’s visa type permits honorarium payments in the United States as “no.”
- If you are uncertain as to why the requisition is being automatically returned at this step, please email procurement@udel.edu.
Invalid Commodity Code Errors

• Invalid Commodity Code is the second workflow step
• Invalid Commodity Code errors are solely related to commodity code use in various types of requisitions.
• You will be able to preview an Invalid Commodity Code error in workflow.
• This step exists because users can overwrite the commodity code even when it is incorrect for that type of purchase.
In this example, the user is attempting to use the Non-PO Payment form with a numeric commodity code associated with purchase orders. The Invalid Commodity Code step will return this requisition if the Place Order button is checked.
Similarly, this user is attempting to create a catalog purchase order with an NPOP code. It will also auto-return.
Why Invalid Commodity Code Errors Happen

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

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

• Please refer to the “Guided Buying and Procurement Policy” and “Commodity and Account Codes” videos in the ConnectingU Requester training module for more information.
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 NPOP or Subawards by undoing any manual overrides.
- Fix catalog and non-catalog requisitions and legacy bid waiver change requests by replacing an incorrect NP commodity code with a numeric code from the crosswalk.
PR Validation Errors

- PR Validation steps occur when UD Exchange communicates with PeopleSoft.
- PR Validation errors are communicated from PeopleSoft and are not duplicated by rules built in UD Exchange.
- PR Validation errors are not previewed in the workflow sidebar since they are not known until UD Exchange communicates with PeopleSoft.
- PR Validation happens at the beginning and the end of every requisition.
- These errors always have text that is prefixed with “Line: 1, Split: 0” (the numbers may vary) which indicates the error code came from PeopleSoft.
Supplier Return Issues

- 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

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

Click the name of the supplier that is returned in your search.
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.
HOWEVER, there is no PeopleSoft number listed for the supplier. That indicates there was an error in communication between systems. These are rare and are normally manually resolved, but please email procurement@udel.edu if the supplier appears Approved with no supplier number.
After the error message was reloaded, the supplier number was imported from PeopleSoft and the supplier record was updated in UDX. The requisition can now be submitted because it will know to look for supplier ID 0000041463 in PeopleSoft when the requisition is sent.
If a supplier has a number, but your requisition was returned with this error, they may have become inactive or needed/submitted a new W9.

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

Once fully reviewed and approved, resubmit the requisition.
Chartfield Return Issues: **General**

- These errors occur when the SpeedType information on the requisition is out of sync with what is in PeopleSoft.
- Most likely, the SpeedType was entered on the requisition before an update was made in PeopleSoft.
- You may also be attempting to submit a change request without updating SpeedType values that are in a now-outdated chartfield string.
- These errors can also occur when you have an invalid purpose code/account code combination.
Fixing Chartfield Return Issues

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

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

Note
Line: 1, Split: 1 - Different Department value found for Speed Chart:
`TEST123456: 05825 \ 05804`
Chartfield Return Issues: Combo Edit Rules

- 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**

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

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

Resources:
• Procurement Services Website
• UDX Troubleshooting Tips