Auto Return Troubleshooting Tips

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Table of Contents

• Requisitions can be returned by workflow for a number of reasons.

• This guide will assist with troubleshooting the return reasons in the Auto Return, Invalid Commodity Code, and PR Validation workflow steps.
All return reasons can be found 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.
- You will be able to preview an Auto Return error in workflow.
This requisition was automatically returned at the Auto Return area. It will continue to be until the Auto Return step is NOT shown in workflow.
Fixing Auto Return Errors: Grants

Many rules in this step focus on grant spending: only certain types of purchases are allowed around the end 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.
Fixing Auto Return Errors: Subawards

Subawards require you check the multi-invoice/payment box in order to proceed, because subawards are always amount-based purchase orders, not quantity-based. As a reminder, there is an acknowledgement box when completing the form. If you are attempting a subaward, be sure the multi-invoice/payment box is checked if you get this message.
Fixing Auto Return Errors: Agency Codes

If you are attempting to use the NP-Agency commodity code from the NPOP matrix, it MUST be used with a SpeedType that includes Fund Type AGNCY.
Invalid Commodity Code Errors

• Invalid Commodity Code is the second workflow step
• Invalid Commodity Code errors are solely about errors 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 instance, the user is attempting to use the NPOP form but with a 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 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 bid waiver forms all use numeric commodity codes.
• Subawards are the only forms to use RO-SUB codes and 153200/153300.
• Fix the requisition by undoing any manual overrides on NPOPs or Subaward requisitions, and replacing the NP commodity code with a number-based code from the crosswalk on other types of requisitions.
PR Validation Errors

- PR Validation is when UD Exchange communicates with PeopleSoft.
- PR Validation errors are communicated from PeopleSoft and mean we do not have to build duplicate rules in UD Exchange.
- PR Validation errors are not previewed since they are not known until UD Exchange connects 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 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 bar.
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 associated with the supplier. That indicates there was an error in communication between systems. These are rare and are normally manually resolved, but email procurement@udel.edu if the supplier appears Approved with no supplier number.
After the error message was reloaded, the supplier number fed from PeopleSoft and the supplier was updated. 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, they may have become inactive or otherwise required a new W9. You can check History and Workflow to see if they are being updated. Once fully reviewed and approved, resubmit the requisition.
Chartfield Return Issues

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

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

Do you have suggestions for additions to this guide?
Please email us at procurement@udel.edu

Procurement Services

See also: “UDX Troubleshooting Tips”