

Procurement Card Frequently Asked Questions – May 2022

This document is to assist users with various questions when working in Core CT. We have tried to answer the various scenarios. Most of the questions have detailed job aids on the Core website under the specific Module. Review the responses to see if it applies and assists with resolving the issue. If not, please submit a Footprints Help Desk ticket for further assistance.

Question #1: I cannot see the transactions in the Reconcile Statement for a specific agency/user cardholder. What do I do?

Answer: To see transactions, a user must have a proxy role on that card (even if the card is their own). Contact the agency P-Card Coordinator and they can add you as a proxy.

Question #2: I cannot reconcile the transaction to my PO. What do I do?

Answer: Verify that the PO is Dispatched and Valid. The PO also must be at least partially received. To confirm the status, use the PO 360.

Navigation: [Purchasing](#) > [Purchase Orders](#) > [Review PO Information](#) > [PO 360 View](#)

Make sure Use Procurement Card link is on your PO and a P-card number was selected. The card number on the PO must also match the card number of the transaction. If not, the PO was not created as a P-card Purchase. If the transaction is in the Reconcile statement page, a new PO will need to be created as a confirming order with a location of PCARDPOS so that you can reconcile the transaction to the new PO.

TIP: Remember to close the incorrect purchase order to clear the encumbrance.

If all the statuses are correct, go to the Reconcile Statement and confirm that the VAT#/tax ID on the transaction for the vendor is the same as the tax ID on the PO. If not, the transaction will have to be reconciled to a JP Morgan PO.

Question #3: I approved the transaction in the Reconcile statement yesterday, but I do not see a voucher today. What happened?

Answer: P-Card vouchers are built over night if the associated Purchase Orders are Dispatched, Valid and Received **prior to** the Batch Process. If you do not see a voucher, review the PO to ensure that those statuses are on the PO, and *when* they were done. A change order could have been done after the transaction was approved but it did not get through PO Approvals/Budget Check or Dispatch prior to the Batch process. When the statuses are correct, the voucher will be created and display the following morning.

Question #4: How do I resolve a Doc Tolerance Exception on a P-Card Voucher?

Answer: Doc Tolerance Exceptions are frequently created because the vouchered amount is more than what was encumbered on the PO distribution line. Identify where the discrepancy occurred, then take corrective action.

To view the exception on the voucher:

Navigation: [Accounts Payable > Vouchers > Add/Update Vouchers](#)

Click **Doc Tol Status** [Exception](#) link on the Summary Tab of the Voucher

Or [Navigate: Accounts Payable > Vouchers > Maintain > Doc Tolerance Exceptions](#)

TIP: Doc Tolerance Exceptions are also available on the AP WorkCenter, if you have access.

When you access the Exception link this page will display.

The screenshot shows the 'Document Tolerance Exceptions' page. At the top, it displays 'Business Unit' and 'Document Type: Voucher'. Below this is a table with columns 'Line', '69', 'Sched', and 'Distrib 1'. Underneath is an 'Exceptions' section with a table containing one entry: 'Rule ID E100' and 'Description Document exceeds predecessor by more than allowable tolerance.' There is an 'Override' checkbox. The 'Details' section contains a table with the following data:

Predecessor Business Unit		Defined Tolerance Amount	
Pred Doc ID		Defined Tolerance Percentage	
Pred Line Nbr	1	Calculated Doc Tol Amt Amount	788.56
Pred Sched Nbr	1	Calculated Doc Tol Percent Amt	788.56
Pred Distln Num	1	Source Doc Monetary Amt	788.56
Pred Doc Amt	788.56	Source Doc Converted Amt	788.56
Life-to-Date Liquidated Amt	838.56	Predecessor GL Base Currency	USD
		Transaction Currency	USD

To read/understand this:

1. **Source line** – information is the line on the voucher
2. **Exceptions** – Document exceeds predecessor (this is PO) by more than allowable tolerance - this means the voucher (Source document) amount is higher than the PO (Predecessor) amount.

3. **Details** section of this screen identifies
 - a. Pred Doc ID is the Purchase Order number
 - b. Pred Line Nbr is the PO Line number
 - c. Pred Distln Num is the PO Distribution number
 - d. Pred Doc Amt is the amount on the identified PO distribution line
 - e. Source Doc Monetary Amt is the voucher line amount
 - f. Life-to-Date Liquidated Amt shows the total amount that has been vouchered against the associated PO distribution.

In the example above there appears to have been a transaction(s) in the amount of \$50 that has been reconciled to the wrong PO distribution line.

Once the issue with the exceptions has been identified there are two ways to review the purchase order information.

1. Run a PO balance report.

[Navigation: Purchasing > Purchase Order > Reports > PO Balance Report](#)

This will identify the error, show which lines of your PO has the exception, and possibly the line that has funds remaining which may be the correct line that should have been reconciled. It will also show the expensed/ vouchered amount higher than the encumbered/ PO amount.

2. PO 360 View

[Navigation: Purchasing > Purchase Order > Review PO Information > PO 360 View](#)

This page will display the vouchers created against each PO line/ distribution line and the transactions that were reconciled.

Correcting the Doc Tolerance Exception:

1. Delete the voucher that is in exception. This will undo the reconciliation of all the transactions/POs in the Reconcile Statement that were included on this voucher. The transactions will have to be re-reconciled again correcting the error. A new voucher will be created in the overnight Batch Process.
2. Add funds to the PO on the PO distribution line which was over expended. After the PO has been approved, budget checked and dispatched, the additional amount will have to be received. Then the voucher will go through Document Tolerance again during the next Batch Process.