

Resolving Problems When Processing Charges Against an Award

Background

When errors are encountered when processing a requisition, purchase order, or invoice against an award, the problem can often be identified and resolved without contacting the Help Desk for assistance. This document provides the steps that should be followed prior to contacting Customer Services to report a problem with processing a requisition, purchase order, or invoice.

Steps to Take When You Receive Any Type of Error Message

The following table lists the steps that should be taken when you receive an error message when processing a requisition, purchase order, or invoice against an award:

Step	Action
1	PROJECT/TASK/AWARD: Check to make sure you are using the correct Project/Task/Award tied to the requisition, purchase order, or invoice. If the project number you enter populates the award number field with a different award number than anticipated, you may be using the wrong Project/Task/Award combination. To verify project/task/award numbers, use the Grants Inquiry responsibility and run the (RF Award Summary Inquiry (RFASI) or RF Project Summary Inquiry (RFPSI). If you do not have the Grants Inquiry responsibility or need assistance in verifying the project/task/award numbers, contact your Grants Department.
2	DATES: Check the Project/Task/Award dates to ensure that the item you are processing is within the period of the corresponding Project/Task/Award. To check the period of the project/task/award, use the Grants Inquiry responsibility and run the (RF Award Summary Inquiry (RFASI) to see award dates or RF Project Summary Inquiry (RFPSI) to see project dates. If you do not have the Grants Inquiry responsibility or to check task dates contact your Grants Department.
3	END and CLOSE DATES: Check the Award/Installments end and close dates to make sure the day you are processing is prior to the end and close dates. The expenditure date on the PTAE0 line must be prior to the end date of the award. If the date you are processing is not prior to the close date, your Grants Department should review and adjust the close date if the charge is allowable and within the Award Period. To check end and close dates, use the Grants Inquiry responsibility and view the Award Management Form using the Award Management Inquiry. If you do not have the Grants Inquiry responsibility, contact your Grants Department.
4	BUDGETARY CONTROLS: The budgetary controls set on the award determine the level of control over expenditures charged to the award. To check the budgetary controls for an award, using the Grants Inquiry responsibility, run the RFASI to

	see the budgetary control at the award level and drill down to see controls at the Resource Group (Expenditure Category) and Resource (Expenditure Type) levels. To verify budget controls at the task level, contact your Grants Department.
5	F & A / FRINGE: Run a current version of the RFASI or RFPSI and check balances to ensure there are funds to cover the charge plus any F&A or Fringe that would be tied to it. If you do not have the Grants Inquiry responsibility, contact your Grants Department. The system will add F&A on a charge even if the charge brings F&A costs over budget; there are no controls to stop this from happening. Remember that F&A rates are on the award in the compliance region, but a rate may also be entered in the DFF on the Award or on the Task. Check with your Grants Department.
6	REBASELINE: If you cannot get a charge through after completing Steps 1 through 5, have your Grants Department staff rebaseline and then process the requisition, purchase order, or invoice again.

When to Call in a Help Desk Ticket

If you cannot process the payment after you have completed the "Steps to Take When You Receive Any Type of Error Message," call central office Customer Services. A ticket will be created after you provide the following information:

- Project/Task/Award number you are trying to charge
- Item date you are using
- Amount you are trying to process
- F&A rate on the Project/Task/Award
- Requisition, purchase order, or invoice number
- Date award was last baselined

Change History

- **August 20, 2001** - New Document.
- **June 16, 2003** - Updated to change Help Desk to Customer Services.