



IBS Transaction Error Resolution Guidelines

- * ***Transaction Older Than 45 days.*** Contact the customer/department via an e-mail requesting their approval of the transaction. Please cc: IBS Administration on the e-mail as the reply will be used as supporting documentation to override the transaction. If the transaction is being charged to a grant, recommend that the department contact their SFA in SPA to verify the project period has not ended.
- * ***Project/Task Validation Error ; Award Validation Error.*** Notify the customer/department of the error and recommend they work with their Financial Analyst in SPA to resolve these problems.
- * ***This transaction failed funds check.*** This error can occur on transactions charged to a project or a Foundation account. Contact customer/department and explain that between the time that the transaction was entered and the IBS interface was run, the account/project was overspent. For projects, recommend that the department contact their Financial Analyst in SPA to resolve the problem or provide another project. For Foundation accounts, recommend the department supply an alternative Foundation account or that they contact the Foundation to resolve the issue.
- * ***Fiscal Authority Id is End-Dated.*** Contact the customer/department receiving the charge and notify them that the FAID provided is end-dated and is no longer valid for the alias being used. Recommend that the department provide an alternative FAID or they resolve the problem with IBS Administration.
- * ***Fiscal Authority Id Has No Detail Lines.*** Contact the customer/department receiving the charge and notify them that the FAID provided is not valid for the alias being used. Recommend that the department resolve problem and/or provide a correct FAID. Refer them to IBS Administration if they can't resolve the problem.
- * ***Invalid expense account; Invalid revenue account.*** Contact IBS Administration for assistance in resolving this error.
- * ***Line amount <> Distribution amount.*** The amount on the Distribution lines does not equal the amount on the Line Item. Check the distribution lines for each Line Item on the transaction and correct any mis-matches. Contact IBS Administration for assistance, if necessary.