

Reviewing and Correcting Voucher Errors Overview

This Job Aid will walk through the processes for identifying, reviewing, and resolving Voucher Edit Check and Budget Check errors.

When a Voucher is created, it must go through the following processes in the order listed below:

- Saved (Submitted)
- Edit Check
- Budget Check
- Approval(s) as applicable
- Post
- Payment

Each process must complete successfully for the Voucher to move to the next process. When a Voucher has an error, it must be corrected, or it will not move to the next process.

Edit checking occurs immediately after the Voucher has been Saved (Submitted). Errors will display through pop-up messages and Cardinal will highlight the applicable fields in red. Errors also display on the **Error Summary** tab.

After a Voucher has successfully passed Edit Checking, it will go through Budget Check. Budget Checking cannot be done manually. The Budget Check Batch process runs approximately every 2 hours during the day and once overnight.

Agencies should have processes in place to run queries or complete online inquiries to identify and correct Edit Check and Budget Check errors throughout the day to avoid issues with Prompt Pay regulations.

There may be a rare occasion when a Voucher that was denied by the approver is corrected, and the denied status does not clear. The steps to address this error is included in this job aid.

Navigation Note: Please note that there may be a **Notify** button at the bottom of various pages utilized while completing the processes within this Job Aid. This “Notify” functionality is not currently turned on to send email notifications to specific users within Cardinal.



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Accounts Payable Job Aid

AP312_Reviewing and Correcting Voucher Errors

Revision History

Revision Date	Summary of Changes
1/13/2025	Baseline



Running the Voucher Error Report Query

The **Voucher Error Report Query** displays Vouchers with Edit Check and Budget Check errors by the specified Business Unit and Department. For details about this query, see the **Cardinal Accounts Payable and Expenses Reports Catalog** located on the Cardinal website under **Resources**.

This query can be accessed using the following navigation path:

Main Menu > Reporting Tools > Query > Query Viewer > V_AP_VCHR_ERROR

V_AP_VCHR_ERROR - Voucher Error Report

*Business Unit

Responsible Org (% for All)

Download results in : [Excel Spreadsheet](#) [CSV Text File](#) [XML File](#) (1 kb)

[View All](#) First 1-4 of 4 Last

Row	Business Unit	Responsible Org	Current Date	Voucher ID	Entry Status	Budget Status
1	15100	10000	12/31/2024	00005692	R	N
2	15100	10000	12/31/2024	00005681	P	E
3	15100	10000	12/31/2024	00005685	R	N
4	15100	10000	12/31/2024	00005684	R	N

There are two key statuses on this report that identify the type of error on a Voucher.

Entry Status

- **P** = Postable: the Voucher successfully passed Edit check
- **R** = Recycle: the Voucher contains an Edit check error or was Saved for Later

Budget Status

- **N** = Not checked: the Voucher has not gone through the Budget Check process
- **E** = Exception: the Voucher contains a Budget Check error

When a Voucher displays on this query, it will not go through any Voucher downstream processes until the error is corrected.

Navigate to the appropriate **Search** page to access the Voucher and make the necessary corrections.

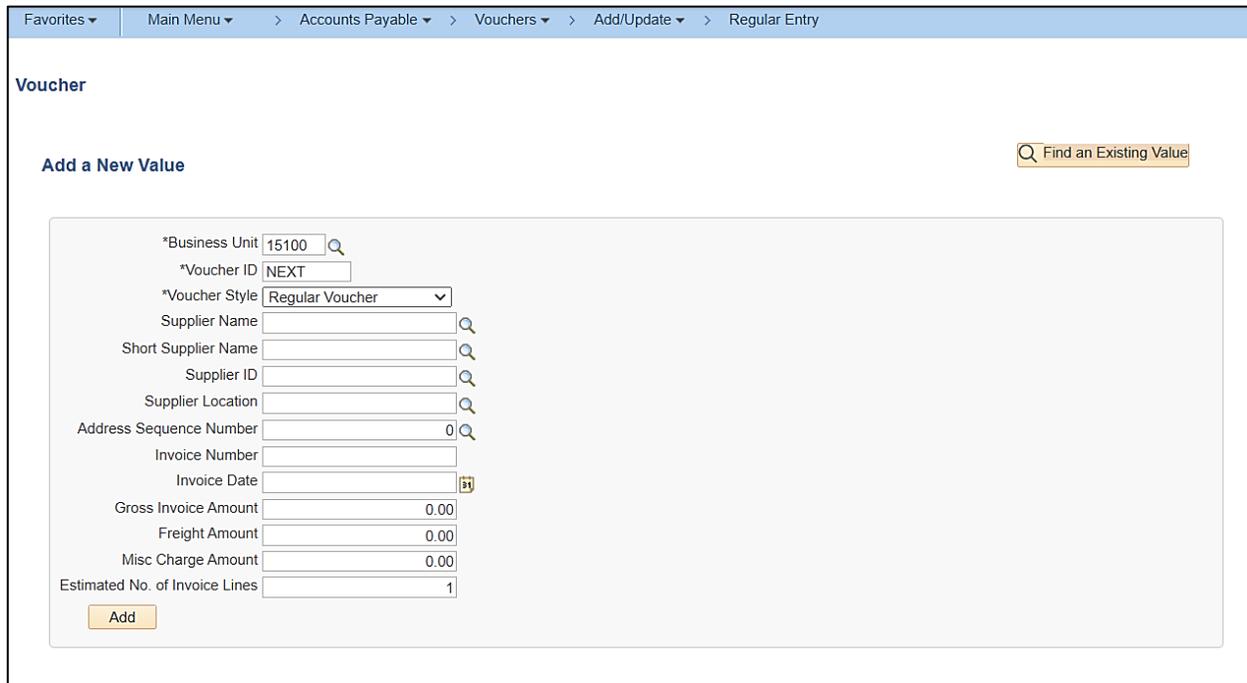
The next two sections of this Job Aid will walk through the steps to access the appropriate **Search** page and then review and correct Edit Check and/or Budget Check errors.

- [Reviewing and Correcting Edit Check Errors](#)
- [Reviewing and Correcting Budget Check Errors](#)

Reviewing and Correcting Edit Check Errors

Step	Action
1.	Navigate to the Voucher Search page using the following path: Main Menu > Accounts Payable > Vouchers > Add/Update > Regular Entry

The **Voucher Add a New Value** page displays.

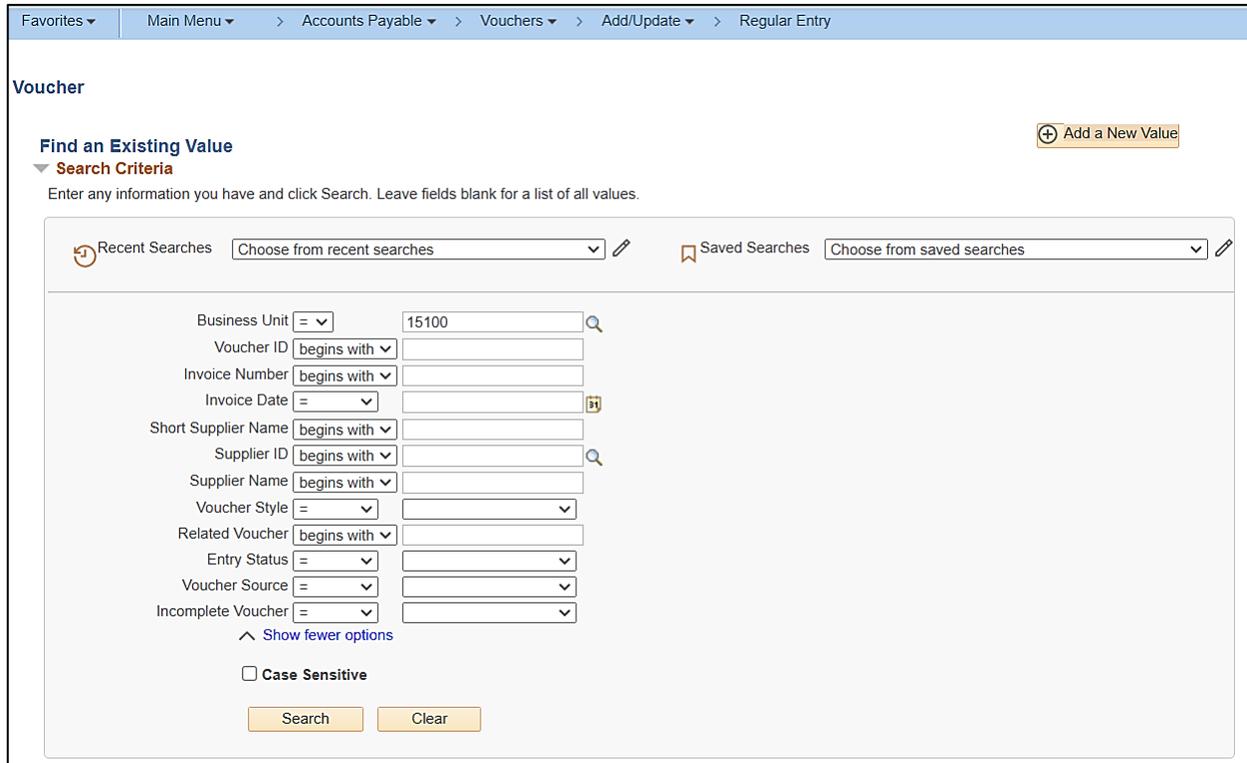


	For more information pertaining to the Cardinal FIN Search pages, refer to the Job Aid titled "Overview of the Cardinal FIN Search Pages". This Job Aid is located on the Cardinal Website in Job Aids under Learning .
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2.	Click the Find an Existing Value button. 
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Step	Action
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The **Find and Existing Value** page displays.



Voucher

Find an Existing Value + Add a New Value

Search Criteria

Enter any information you have and click Search. Leave fields blank for a list of all values.

Recent Searches: Choose from recent searches | Saved Searches: Choose from saved searches

Business Unit: [dropdown] 15100

Voucher ID: [dropdown] begins with [input]

Invoice Number: [dropdown] begins with [input]

Invoice Date: [dropdown] [input]

Short Supplier Name: [dropdown] begins with [input]

Supplier ID: [dropdown] begins with [input]

Supplier Name: [dropdown] begins with [input]

Voucher Style: [dropdown] [input]

Related Voucher: [dropdown] begins with [input]

Entry Status: [dropdown] [input]

Voucher Source: [dropdown] [input]

Incomplete Voucher: [dropdown] [input]

Case Sensitive



If the **Voucher Error Report** query was run to identify errors, follow the steps below:

- Enter the applicable Voucher Number in the **Voucher ID** field
- Click the **Search** button to access that specific Voucher
- Proceed to Step 8 in this section of the Job Aid

Voucher ID [dropdown] begins with [input]

4. Click the **Entry Status** dropdown button and select "Recycle".

Entry Status [dropdown] = [input]

5. Click the **Incomplete Voucher** dropdown button and select "Complete Voucher".

Incomplete Voucher [dropdown] = [input]

6. Click the **Search** button.

Step	Action
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The page refreshes and the **Search Results** section displays all Vouchers with Edit Check errors.

▼ Search Results
20 results - Business Unit **"15100"** Entry Status "Recycle"

Business Unit	Voucher ID	Invoice Number	Gross Invoice Amount	Payment Amount	Invoice Date	Short Supplier Name	Supplier ID	Supplier Name	Voucher Style	Related Voucher	Entry Status	Voucher Source	Incomplete Voucher	
15100	01685891	check chartfield	200	200	09/26/2024	S&M CONTRA-001	0000070132	S&M Contractor	Regular	(blank)	Recycle	Online	Complete	>
15100	01685878	AP.2.A.41_1	900	900	09/18/2024	SWIFTREACH-001	0000000116	SwiftReach Networks Inc	Regular	(blank)	Recycle	Online	Complete	>
15100	01685853	T465327	248728.12	248728.12	08/02/2024	VIRGINIA I-055	0000031508	Virginia Information Technologies Agency	Regular	(blank)	Recycle	Online	Incomplete	>



If the search does not return any results, there are currently no Vouchers with Edit Check errors.

If there is only one error, Cardinal automatically displays the **Summary** tab for the specific Voucher with an Edit Check error.

7.

If more than one error displays in the results, click the of the **Drill in** icon (>) on the line to open a specific Voucher.

15100	01685878	AP.2.A.41_1	900	900	09/18/2024	SWIFTREACH-001	0000000116	SwiftReach Networks Inc	Regular	(blank)	Recycle	Online	Complete	>
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Step	Action
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The **Summary** tab displays for the selected Voucher.

Favorites ▾
Main Menu ▾ > Accounts Payable ▾ > Vouchers ▾ > Add/Update ▾ > Regular Entry

Summary
Related Documents
Invoice Information
Payments
Voucher Attributes
Error Summary

<p>Business Unit 15100</p> <p>Voucher ID 00005692</p> <p>Voucher Style Regular</p> <p>Supplier Name Pyramid Paper Company 6510 N 54TH ST VA10054801 EVAAD11033 TAMPA, FL 33610-1908</p> <p>Entry Status Recycle</p> <p>Match Status No Match</p> <p>Approval Status Pending</p> <p>Post Status Unposted</p> <p>Budget Status Not Chk'd</p> <p>Budget Misc Status Valid</p> <p>*View Related <input type="text" value="Payment Inquiry"/> <input type="button" value="Go"/></p>	<p>Invoice Date 12/26/2024</p> <p>Invoice No 12345678</p> <p>Invoice Total 750.12 USD</p> <p>Pay Terms Net 30</p> <p>Voucher Source Online</p> <p>Origin ONL</p> <p>Created On 12/26/2024 4:39PM</p> <p>Created By V_TRN_FINUSER001</p> <p>Last Update 12/30/2024 5:19PM</p> <p>Modified By V_TRN_FINUSER001</p> <p>ERS Type Not Applicable</p> <p>Close Status Open</p>
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Return to Search
Previous in List
Next in List
Notify
Refresh
Add
Update/Display

Summary | Related Documents | Invoice Information | Payments | Voucher Attributes | Error Summary

8. Click the **Error Summary** tab to review the error.

Summary
Related Documents
Invoice Information
Payments
Voucher Attributes
Error Summary

The **Error Summary** tab displays.

Favorites ▾
Main Menu ▾ > Accounts Payable ▾ > Vouchers ▾ > Add/Update ▾ > Regular Entry

Summary
Related Documents
Invoice Information
Payments
Voucher Attributes
Error Summary

<p>Business Unit 15100</p> <p>Voucher ID 00005692</p> <p>Style Regular Voucher</p>	<p>Invoice Number 12345678</p> <p>Invoice Date 12/26/2024</p> <p>Total 750.12 USD</p>
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Header Errors Personalize | Find | View All | | First 1 of 1 Last

Field Name	Message
Gross Invoice Amount	Voucher is out of Balance

Return to Search
Previous in List
Next in List
Notify
Refresh

Summary | Related Documents | Invoice Information | Payments | Voucher Attributes | Error Summary



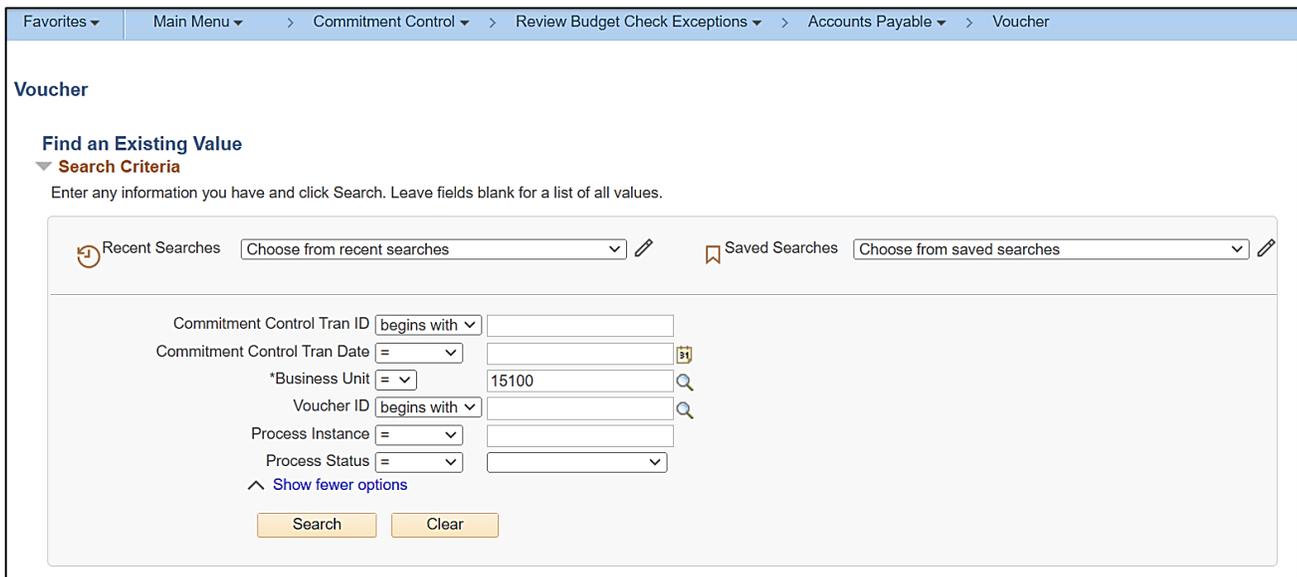
The error(s) display on this tab for the selected Voucher.

Step	Action									
9.	<p>Review the error and make the correction as appropriate. See the table below for the Edit Check error messages and the steps to correct them.</p> <table border="1" data-bbox="289 411 1494 1106"> <thead> <tr> <th data-bbox="289 411 540 476">Message</th> <th data-bbox="540 411 956 476">Error Description</th> <th data-bbox="956 411 1494 476">Steps to Correct</th> </tr> </thead> <tbody> <tr> <td data-bbox="289 476 540 777">Voucher is out of Balance</td> <td data-bbox="540 476 956 777">Occur when the amount in the Voucher header does not match the total of the Invoice line amounts, or the total of the distribution amounts on an Invoice line does not match the amount on the Invoice line.</td> <td data-bbox="956 476 1494 777"> <ul style="list-style-type: none"> Click the Invoice Information tab Review the Total field and the Distribution Line(s) amount(s) Make the adjustment as applicable so that the amounts are equivalent </td> </tr> <tr> <td data-bbox="289 777 540 1106">Invoice line 1 has an invalid ChartField combination Account/Fund in group ACCTFNDREQ on Distributio</td> <td data-bbox="540 777 956 1106">Occurs when a Voucher's accounting entries include a combination of values that is not valid from an accounting perspective – for example, a Cost Center and a Department combination that is not permitted in the Chart of Accounts.</td> <td data-bbox="956 777 1494 1106"> <ul style="list-style-type: none"> Click the Invoice Information tab Review the Distribution Lines section to enter/update the distribution as appropriate </td> </tr> </tbody> </table>	Message	Error Description	Steps to Correct	Voucher is out of Balance	Occur when the amount in the Voucher header does not match the total of the Invoice line amounts, or the total of the distribution amounts on an Invoice line does not match the amount on the Invoice line.	<ul style="list-style-type: none"> Click the Invoice Information tab Review the Total field and the Distribution Line(s) amount(s) Make the adjustment as applicable so that the amounts are equivalent 	Invoice line 1 has an invalid ChartField combination Account/Fund in group ACCTFNDREQ on Distributio	Occurs when a Voucher's accounting entries include a combination of values that is not valid from an accounting perspective – for example, a Cost Center and a Department combination that is not permitted in the Chart of Accounts.	<ul style="list-style-type: none"> Click the Invoice Information tab Review the Distribution Lines section to enter/update the distribution as appropriate
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10.	<p>Once the correction(s) have been made, click the Save button to submit it for processing.</p> <div data-bbox="293 1182 859 1230" style="border: 1px solid black; padding: 5px;"> Save Save For Later </div>									
	<p>If there is more than one Voucher that requires review and correction, use the Next in List or Previous in List buttons to access it and repeat steps 8-10.</p> <div data-bbox="293 1352 1045 1413" style="border: 1px solid black; padding: 5px;"> Return to Search Previous in List Next in List </div>									

Reviewing and Correcting Budget Check Errors

Step	Action
1.	Navigate to the Voucher Search page using the following path: Main Menu > Commitment Control > Review Budget Check Exceptions > Accounts Payable > Voucher

The **Voucher Search** page displays.

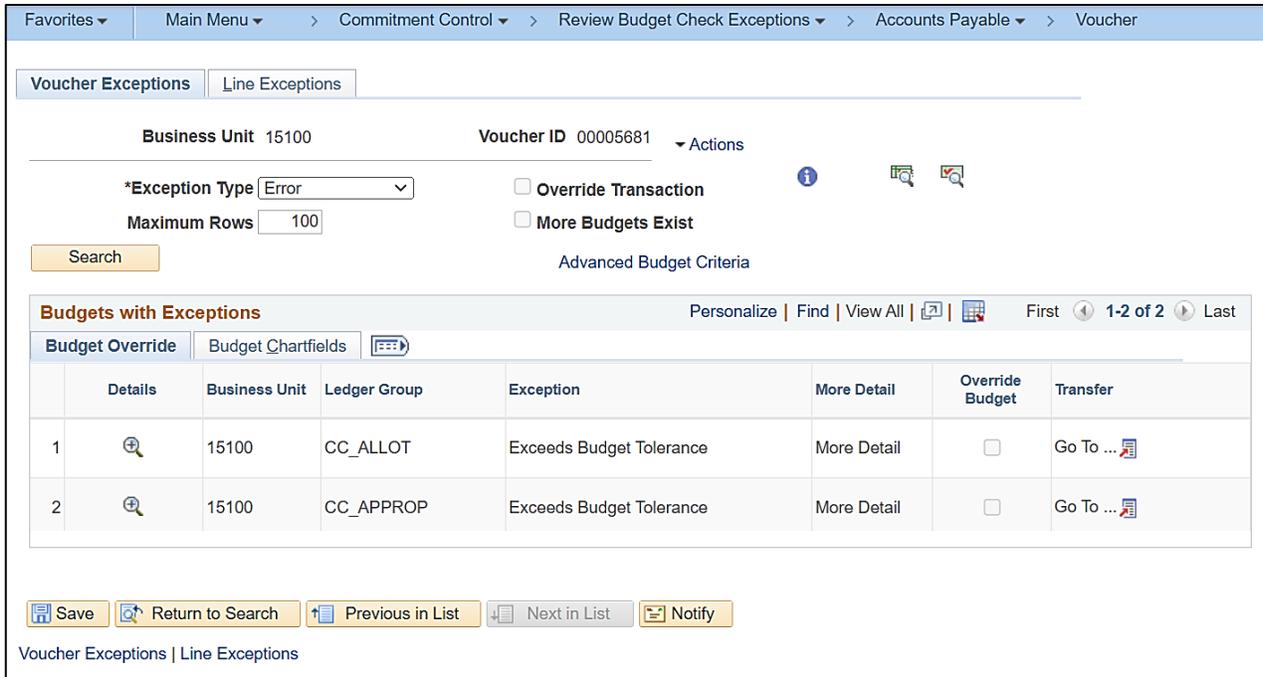


	For more information pertaining to the Cardinal FIN Search pages, refer to the Job Aid titled “Overview of the Cardinal FIN Search Pages”. This Job Aid is located on the Cardinal Website in Job Aids under Learning .
	If the Voucher Error Report query was run to identify errors, follow the steps below: <ul style="list-style-type: none"> • Enter the Voucher Number in the Voucher ID field • Click the Search button to access that specific Voucher • Proceed to Step 6 in this section of the Job Aid
2.	If the Business Unit field does not default, enter it in the Business Unit field. 
3.	Click the Process Status dropdown button and select “Errors Exist”. 

Step	Action																																				
4.	Click the Search button. <div style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <div style="display: flex; justify-content: space-around;"> <div style="border: 2px solid red; padding: 2px 10px;">Search</div> <div style="padding: 2px 10px;">Clear</div> </div> </div>																																				
	<p>If the search does not return any results, there are currently no Vouchers with Budget Check errors.</p> <p>If there is only one error, Cardinal automatically displays the Summary tab for the Voucher with a Budget Check error.</p>																																				
<p>The search results display in the Search Results section of the page.</p> <div style="border: 1px solid black; padding: 10px; margin: 10px 0;"> <p>▼ Search Results</p> <p>4 results - Business Unit "15100" Process Status "Errors Exist"</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th colspan="6" style="text-align: right;">View All </th> <th style="text-align: center;">First</th> <th style="text-align: center;">◀ 1-4 of 4 ▶</th> <th style="text-align: center;">Last</th> </tr> <tr> <th>Commitment Control Tran ID</th> <th>Commitment Control Tran Date</th> <th>Business Unit</th> <th>Voucher ID</th> <th>Process Instance</th> <th>Process Status</th> <th colspan="3"></th> </tr> </thead> <tbody> <tr> <td>0000286449</td> <td>07/18/2024</td> <td>15100</td> <td>00076550</td> <td>574710</td> <td>Error</td> <td colspan="3" style="text-align: right;">></td> </tr> <tr> <td>0000286451</td> <td>07/18/2024</td> <td>15100</td> <td>00076554</td> <td>574710</td> <td>Error</td> <td colspan="3" style="text-align: right;">></td> </tr> </tbody> </table> </div>		View All						First	◀ 1-4 of 4 ▶	Last	Commitment Control Tran ID	Commitment Control Tran Date	Business Unit	Voucher ID	Process Instance	Process Status				0000286449	07/18/2024	15100	00076550	574710	Error	>			0000286451	07/18/2024	15100	00076554	574710	Error	>		
View All						First	◀ 1-4 of 4 ▶	Last																													
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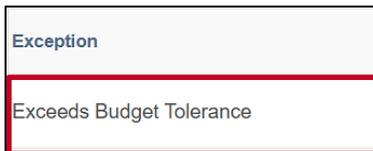
Step	Action
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The **Voucher Exceptions** tab displays.



The screenshot shows the 'Voucher Exceptions' interface. At the top, there are navigation breadcrumbs: Favorites > Main Menu > Commitment Control > Review Budget Check Exceptions > Accounts Payable > Voucher. Below this, there are tabs for 'Voucher Exceptions' and 'Line Exceptions'. The main area contains search filters: Business Unit (15100), Voucher ID (00005681), *Exception Type (Error), and Maximum Rows (100). There are also checkboxes for 'Override Transaction' and 'More Budgets Exist', and a 'Search' button. Below the filters is a table titled 'Budgets with Exceptions' with columns: Details, Business Unit, Ledger Group, Exception, More Detail, Override Budget, and Transfer. The table contains two rows of exceptions, both with the message 'Exceeds Budget Tolerance'. At the bottom, there are navigation buttons: Save, Return to Search, Previous in List, Next in List, and Notify.

6. Review the Exception message in the **Exception** field.



The image shows a close-up of the 'Exception' field. The field is labeled 'Exception' and contains the text 'Exceeds Budget Tolerance'. The text is highlighted with a red rectangular box.

7. Click the **Line Exceptions** tab to view line information for the Voucher.



The image shows a close-up of the tabs at the top of the interface. There are two tabs: 'Voucher Exceptions' and 'Line Exceptions'. The 'Line Exceptions' tab is highlighted with a red rectangular box.

Step	Action
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The **Line Exceptions** tab displays.

Favorites ▾
Main Menu ▾
> Commitment Control ▾
> Review Budget Check Exceptions ▾
Accounts Payable ▾
Voucher

Voucher Exceptions | Line Exceptions

Business Unit 15100 Voucher ID 00005681 Actions

*Line Status Error ▾ Override Transaction

Maximum Rows 100 More Lines Exist

Line From 🔍 Line Thru 🔍

Search

Transaction Lines with Budget Exceptions
Personalize | Find | View All | 📄 | 📊
First ⏪ 1 of 1 ⏩ Last

Line Values | Line Chartfields | Line Amount

Details	Line	Distribution Line	Budget Date	GL Business Unit
🔍		1 1	07/01/2024	15100

Save | Return to Search | Previous in List | Next in List | Notify

Voucher Exceptions | Line Exceptions



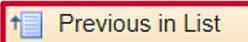
This tab contains the Distribution Line information for the Voucher.

- Review the line information for the Voucher on the three tabs under the **Transactions Lines with Budget Exceptions** section which are **Line Values**, **Lines Chartfields**, and **Line Amount**.

Line Values	Line Chartfields	Line Amount								
Details	Line	Distribution Line	Budget Date	GL Business Unit						
🔍		1 1	07/01/2024	15100						

Line Values	Line Chartfields	Line Amount									
Details	Line	Distribution Line	Account	Fund	Program	Department	Cost Center	Task	FIPS	Asset	Agency Use 1
🔍		1 1	5012750	01000	799001	92100					

Line Values	Line Chartfields	Line Amount						
Details	Line	Distribution Line	Monetary Amount	Currency	Foreign Amount	Foreign Currency		
🔍		1 1	10,000,000.00	USD	10,000,000.00	USD		

Step	Action
	<p>Correcting Budget Check errors is not always a straight-forward process as actions will vary depending on the error.</p> <p>Below are some examples of basic steps that can be taken after reviewing the line information:</p> <ul style="list-style-type: none"> • Ensure the ChartFields and amounts are accurate as in some cases it may be a keying error • If the error is from an account where funds are drawn down on a specific date, it may be permissible (follow agency guidelines) to leave the Voucher and check that the Budget Check error clears once the funds are drawn down <p>Work with the agency Accounting Supervisor if the cause of the error is not known after researching the options listed above.</p> <p>Budget Check errors must be addressed and corrected for the Voucher to continue through downstream processing (approval, posting and payment).</p>
	<p>If there is more than one Voucher that requires review and correction, use the Next in List or Previous in List buttons to access it and repeat steps 6-8.</p> <div data-bbox="289 947 1040 1010" style="border: 1px solid black; padding: 5px; margin: 10px 0;">    </div>
9.	<p>After correcting a Budget Check error, run the Voucher Error Query Report or navigate back to this page to verify that the Budget Check error has cleared.</p>
	<p>Remember that Budget Checking runs approximately every 2 hours throughout the day so it may take a couple of hours before the error clears.</p>