

Job Aid: Funding Entry Troubleshooting Guide

Overview

This document provides information on how to troubleshoot some of the more common Funding entry and updating issues. Locations should take the actions listed below to resolve them as quickly as possible.

#	Scenario Type	Scenario or Question	Actions for Locations
1	Funding Entry/Update	Funding Entry status shows "Saved to Database", however the AWE process did not complete.	Enter an EEC ticket under the category UCPath Finance & Accounting>Funding Entry.
2	Funding Entry/Update	Funding Entry has not completed AWE, preventing the Location from submitting another entry.	Either Approve or Cancel the pending Funding Entry.
3	Funding Entry/Update-During Fiscal Year End (FYE)	Funding Entry Process During Fiscal Year End period.	<p>The Fiscal Year End Funding Rollover (E-064) process does not go through the normal AWE process.</p> <ul style="list-style-type: none"> a. Locations should not submit Funding Entry Updates during the Fiscal Year End Process. b. Locations should review the notifications sent out in May of each year from UCPath to each Location's GL Points of Contact. These provide the FYE Processing Calendar and info on important activities.
4	Funding Entry/Update	Multiple Funding Entry transactions have been submitted, but none are showing as approved through AWE.	<p>Review the transaction status and take action:</p> <ul style="list-style-type: none"> a. In Progress -Transaction has been initiated and saved, but not submitted. To initiate AWE, submit the transaction. b. Pending Approval - Transaction is waiting on designated approvers to approve. Contact designated approvers and ask them to approve.
5	Funding Entry/Update	Incorrect Funding Entry was entered and approved.	Resubmit the transaction using the same effective date. This creates a new sequence number which moves the transaction to the top of the stack.
6	Funding Entry/Update	Unable to update Funding Entry for a retro/historical effective date.	Complete the Funding Entry Upload Template and open an EEC ticket . Assign to Funding Entry category.
7	Funding Entry/Update	Is an Earnings Code required for Funding Entry?	No, Earnings Code (ERNCD) is not a required field.

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			When the Earnings Code for a funding entry row is left blank, the “Catch All” FAU defaults.
8	Funding Entry/ Update	Approved Funding Entry cannot be rejected.	Once a Funding Entry is approved, neither the Location approver nor UCPath can reject or deny the transaction. To correct, add a new funding row with a different sequence number. Effective date can be the same as on the original row, or a different date can be entered.
9	Funding Entry/ Update	Is Funding Distribution Percentage required when submitting Funding Entry/Update?	Yes, it’s a required field. The Funding Distribution Percentage determines what percentage of the expense will be charged to the FAU. Note: The funding distribution needs to equal 100% for each earning code.
10	Funding Entry/ Update	Need to process Funding Updates in UCPath, however do not have access to update.	Contact the HR DSA to get access.
11	Funding Entry/ Update	Funding Entry not reflected on the General Ledger.	Enter an EEC ticket under the category DOPE report.
12	Funding Entry/ Update	Position transferred to a new department, but expenses are being charged to the old department.	When a Position is moved to a new department, position level funding must be established under the new department. Use the Funding Entry page to establish the correct funding.
13	Common Error Messages	Error message “Invalid Value displays when attempting to enter historical funding row.” displays	This warning message informs the submitter that historical data has been entered. To resolve: 1. Associate the Funding Entry to the correct effective-dated row. 2. Update FAU/ChartFields and/or percentages fields as applicable. 3. Submit the transaction for AWE approval.
14	Common Error Messages	The “Contact UCPath” error message freezes when submitting Funding Entry.	To resolve: 1. Clear your browser cache. 2. Log off and then back in.

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			<p>3. Submit the Funding Entry again.</p> <ul style="list-style-type: none"> • If the message freezes again, use a different browser and submit again. • If the message freezes again, try to submit the next day. • If the message freezes again, work with a peer who has funding entry access to assist with the funding entry. • If none of the actions above resolves the issue, submit an EEC ticket. <p>Topic: UCPath Finance & Accounting Category: Funding Entry</p>
15	Common Error Messages	Error message "There is a funding entry request pending for the key values selected" displays.	An unapproved funding entry currently exists in UCPath for the same position. Submit or Cancel the request.
16	Common Error Messages	Error message "The value entered in the field does not match one of the allowable values" displays.	<p>Ensure that the effective date of the funding entry is equal to or greater than the effective date of the ChartFields; change as needed.</p> <p>Send an email to KFS Support kfs-oit-support@uci.edu along with the ChartField information being used.</p>
17	Common Error Messages	Error message "FAU Validation Failed with reason: Failure: invalid account" displays.	<p>Identify the issue and take action:</p> <ul style="list-style-type: none"> • ChartField(s) used that have not yet been updated in UCPath. Add or change the ChartField(s). • If ChartField(s) entered are valid in UCPath, then a Location or UCPath Web Service Issue. Submit an inquiry to UCPath. • If Location or UCPath Web Service is currently under maintenance, try again after maintenance completed. • Inactive ChartField(s) used. Add new ChartField(s) or re- activate ChartField(s). • Send an email to KFS Support kfs-oit-support@uci.edu With the ChartField information being used.

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			If none of the above apply, re-submit the funding entry at a later time.
18	Common Error Messages	Error message: “We are sorry, but an unexpected page was encountered. If you need assistance, please contact the UCPath Center at 855-982-7284 from 8 a.m. to 6 p.m. Monday-Friday.” displays.	<p>To resolve, navigate off the page and then back to it.</p> <p>Submit an EEC ticket under UCPath Finance & Accounting/Funding Entry</p>
19	Common Error Messages	Error message: “Funding Effective date should be between budgets begin date and budget end date.” displays.	<p>To resolve:</p> <ol style="list-style-type: none"> 1. Return to the Funding Entry Search Page. 2. Add a New Value tab. 3. Input a fiscal year that covers the effective date of the funding entry transaction. <p>Note: The Fiscal Year runs from July 1 of the current year to June 30 of the following year. For e.g., 2020 if from 7/1/20 to 6/30/21.</p>