

#334541 Help please with P-Card submission - as per screenshot errors

Submitted Received via Requester

22 April 2022 at 10:29 Mail Jimmy Stephens <jimmy.stephens@terracat.co.nz>

CCs

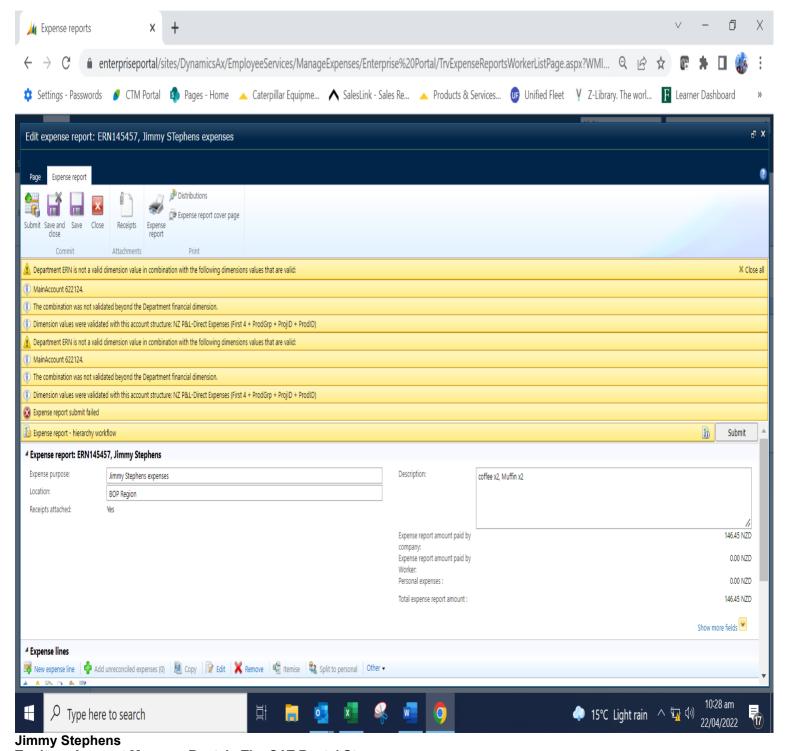
IT Service Desk <servicedesk@terracat.co.nz>

StatusTypePriorityGroupAssigneeOpen-NormalService DeskMatt Osterfield

Category

NAXT

Jimmy Stephens April 22, 2022 at 10:29



280 Te Ngae Road, Ngapuna, PO Box 1140, Rotorua, 3010

M: +6421979484 | DDI: 0508 Cat Rental

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Jess Beattie April 29, 2022 at 16:02

Internal note

I have the answer for this one, just got to track it down:)

Jess Beattie April 29, 2022 at 16:36

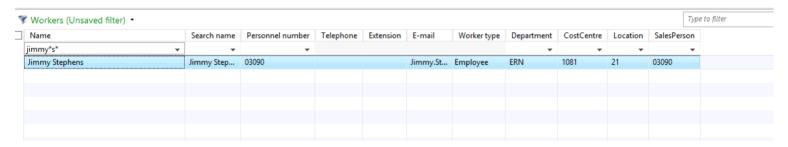
Internal note

Ok, I found my previous ticket on this error https://itsdterracat.zendesk.com/agent/tickets/334693 however it was to do with using his personal vehicle as opposed to using a company vehicle.

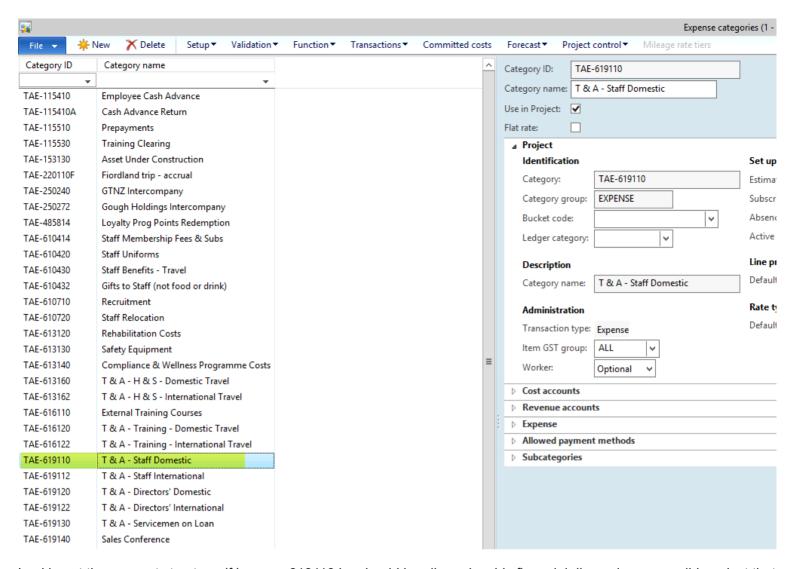
His financial dimensions are:

ERN-1081-21

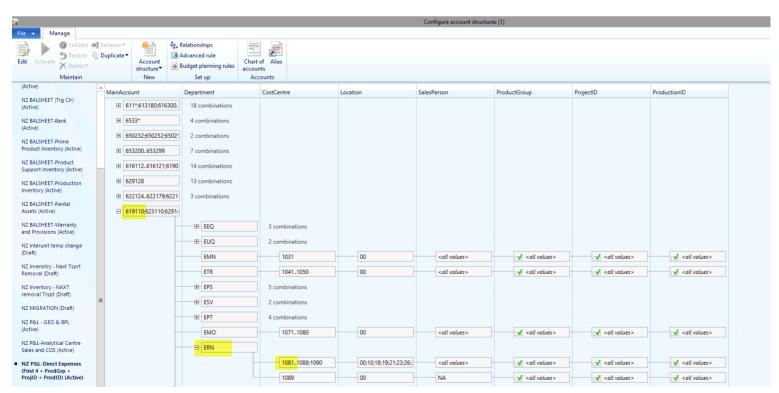
These pull through to expense claims when they get created



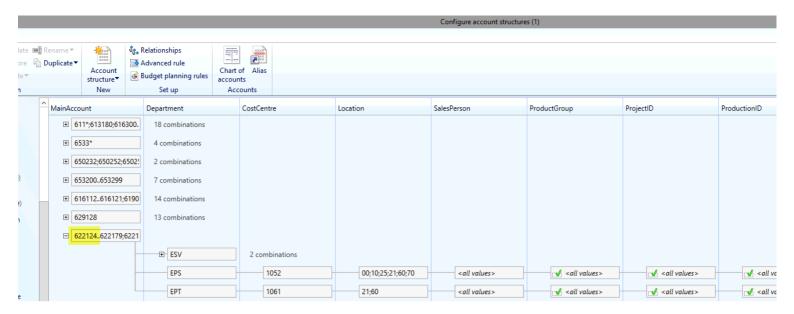
This expense claim looks like it is for food, in which it should not be being coded to 622124 - Revenue Vehicles. I believe it should be 619110 - Staff Domestic



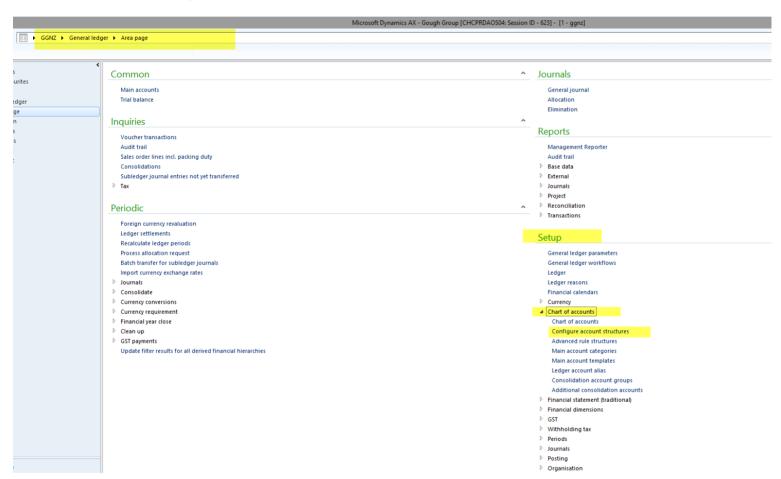
Looking at the account structure, if he uses 619110 he should be all good as his financial dimensions are valid against that account number



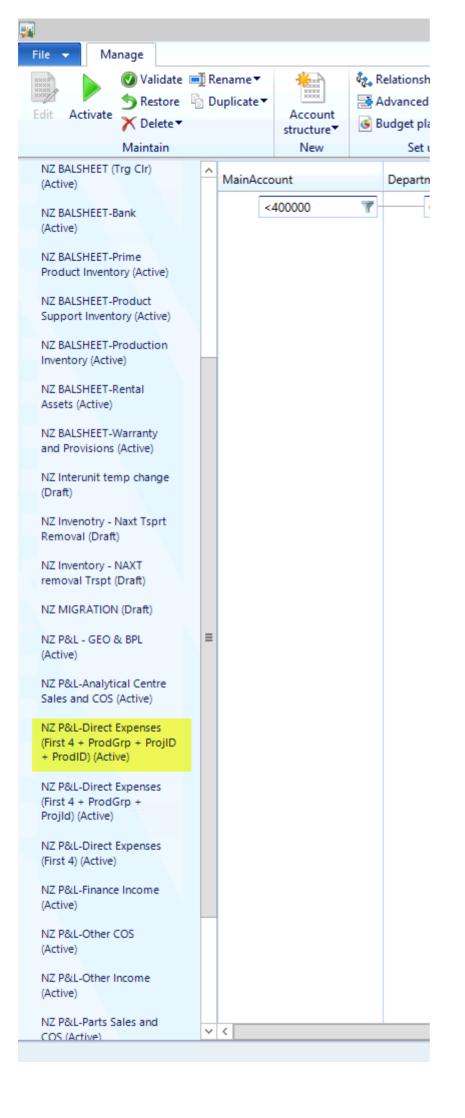
Whereas, 622124 that he is trying to use, does not have ERN listed as a valid department



To find the account structure,



To know how to find the account, in error messages, it will state the account structure name like "dimension values were validated with this account structure NZ P&L-Direct Expenses (First 4 + ProdGrp + ProjID + ProdID)



He needs to change the Expense category to 619110 if he can or if he is unable to, then he may need to create a new expense claim with the correct category :)

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