This document outlines the steps needed to resolve purchase requisition integration errors between eVA and Banner. Instructions are provided to properly troubleshoot and correct errors.

**eVA to Banner Integration Overview**

The outline below provides an overview of the processing steps involved with the eVA Integration:

1. Purchase Requisitions are prepared in eVA through normal processing steps.
2. Once completed and approved, the eVA Purchase Requisition (EP#) will be sent to Banner automatically.
3. Banner receives the order and checks the vendor status:
   a. Does the Vendor exist?
   b. Does the address match?
   c. Are the SWAM codes correct?
4. Banner then verifies other aspects of the order:
   a. Is the user allowed to process orders in Banner?
   b. Is the Fund/Org active and allowable?
   c. Is the fiscal period open?
5. If all criteria are met, Banner processes the purchase requisition using the eVA purchase requisition number without the leading EP. The full EP# can be found in the document reference field.
6. Banner posts the purchase requisition through normal processing which triggers an approval message to be sent back to eVA. This notifies the buyer that the order has been successfully processed.
7. Orders that fail in any of the above steps are returned to Composing status in eVA. An error message may be viewed in eVA on the History tab by clicking the word “Denied.”
8. Once errors are corrected, the buyer will resubmit the order in eVA and the process begins again.

**Error Processing – Workflow Codes**

Below are four of the most common errors that may occur as a result of data entry errors. Each error is specifically defined and identified by the workflow (WF) codes and descriptions detailed in the chart below.

<table>
<thead>
<tr>
<th>WF CODE</th>
<th>DESCRIPTION</th>
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<tbody>
<tr>
<td>101001</td>
<td>No Vendor Match. Order Denied.</td>
</tr>
<tr>
<td>101003</td>
<td>Unauthorized FOAPAL. Order Denied.</td>
</tr>
<tr>
<td>101010</td>
<td>Document Contains Errors, Order Denied.</td>
</tr>
</tbody>
</table>

When any of the above errors is generated, an email will be sent to the evaadmin@gmu.edu email inbox, where a Mason eVA Customer Support team will research and advise the unit on how to correct the error. An email will also be sent to the buyer to inform him/her of the error.

See below for a description of each of the above error codes and the steps the buyer should take to correct the problem.

**A. 101001 – No Vendor Match. Order Denied.**

The reason for this error is usually: 1) the vendor is inactive or not set up in Banner, 2) the vendor is not registered in eVA, or 3) the vendor is in Banner but the tax identification number (TIN) or eVA Vendor Location ID (VLIN) number is incorrect. If this error occurs, the buyer will receive an email notification.

1. Log into eVA and locate the purchase requisition in the Composing folder.
2. Open the purchase requisition, click on the History tab and view the comments. These orders can be identified by: Warning – Wrong or missing supplier information.
3. If this is found, check to be sure the vendor is registered in eVA and has a G-number with the university. To check if the vendor has a G-number consult the Banner Vendor G# Lookup link at the Fiscal services website.

If the vendor is not in the G-number search, then an account must be created in Banner for the vendor. The vendor should complete a Commonwealth of Virginia Substitute W-9 form. The W-9 should be scanned in pdf format and...
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emailed to the Purchasing office at papadmin@gmu.edu. Once the account for the new vendor is created (usually within 2 business days) and the G# is known, resubmit the request. Once you have sent the W-9 to the Purchasing office, it is best to remove the attachment from your sent box or your computer for security reasons.

To check if the vendor is registered in eVA, consult the eVA Vendor List. If the search does not yield the preferred vendor then the vendor should be registered in eVA either as a self-register vendor or a state-registered vendor. If the vendor does not wish to be self-registered they will need to submit a Substitute W-9 to papadmin@gmu.edu. Once the eVA account is Active in eVA, resubmit the request.

B. 101003 – Unauthorized FOAPAL. Order Denied.
This error is received when the buyer processing the order in eVA is not authorized to process transactions against a particular Fund or Organization number in Banner. If this error occurs, the buyer will receive an email notification.

1. Log into eVA at https://www.eva.virginia.gov/ and locate the purchase requisition with the problem in the Composing folder > Open the purchase requisition > click on the history tab and view the comments. These orders can be identified by: “Unauthorized FOAPAL”.
2. If a data entry error occurred, the buyer should enter the correct Fund or Org number and resubmit the requisition. If the buyer should have access to order for the Fund or Org, he/she should submit a Finance Self Service and e~Print Account Modification Request Form to fast@gmu.edu asking for the change in access to be allowed to place orders for this Fund or Org number. If the buyer is unfamiliar with this form, contact fast@gmu.edu directly for assistance. Once the buyer’s access level is corrected, the order may be resubmitted.

C. 101009 – Fiscal Period is Closed. Order Denied.
This error is received when orders are copied from a prior fiscal year and submitted without updating the fiscal year field to the current fiscal year. If this error occurs, the buyer will receive an email notification.

1. Log into eVA at https://www.eva.virginia.gov/ and locate the purchase requisition in the Composing folder.
2. Open the purchase requisition, click on the history tab and view the comments. These orders can be identified by: Fiscal Period Is Closed.
3. The buyer should view the fiscal year selected. The fiscal year should be updated to the current fiscal year. When orders placed very close to the end of the fiscal year (prior to June 30) need to be posted to the next fiscal year, the buyer should hold the order until the future fiscal year is open in Banner.

This error is designed as a “catch all” error code to note errors that are not identified by the prior errors. If this error occurs, the buyer will receive an email notification.

This error may be received in the following instances:
1. If a copied order contains old index numbers, the order will fail. Only a valid Fund or Org number may be used. Index numbers are no longer valid.
2. If a buyer enters both a Fund and an Org number in eVA. Only one value is valid. A fund number should be entered for sponsored projects.
3. If a buyer adds a line item and fails to enter a fund or an org, this error will occur.
4. Vendor is inactive in Banner and needs to submit a new Substitute W-9 form to papadmin@gmu.edu.

Log into eVA at https://www.eva.virginia.gov/ and locate the purchase requisition in the Composing folder. Review for anything out of the ordinary. If none of the above problems seem to fit, or you cannot readily find the cause of the problem, contact a Mason eVA Customer Support Team at 3-2580 or evaadmin@gmu.edu for assistance.

Should an error message be received other than the ones listed in this document, contact a Mason eVA Customer Support Team at 3-2580 or evaadmin@gmu.edu for assistance.

Revised February 2020