State of Nevada Controller's Office

Bank of America Corporate Card
Trouble Shooting Payment Issues
Manual

06/04/2015

Overview

For those agencies using the Bank of America (BOA) Works application for payment of procurement card and CBA/ghost travel accounts; in the morning on the 10th of the each month, BOA will create files of billing statement transactions which will be lines in PV(s) for each billing statement. The Controller's Office picks up these files from BOA Works and from these files, the Controller's Office creates a Corp Card PV Upload report which is sent to Vista.

The agencies must log into Vista and locate the report which will only show files for the statements they are responsible for paying. Using this report, the agency will verify each file total amount matches each statement total. The agency will then send an Electronic Transfer of Transactions to the Controller's Office. After 1:00 pm, the Controller's Office will load the PV(s) into Advantage SUSF. The Advantage nightly cycle will process the PV(s). The next day the agency will look in Advantage and verify the PV(s) are in ACCPT status.

Trouble shooting

Missing Fund Code error - Transaction(s) didn't get both approvals (Accountant and Approver) applied in Works.

- Transactions must get both approvals applied to them in Works otherwise the Works system removes the Fund code from these transactions when they are sent to the Controller's Office. All transactions will be in PV(s) that come in the file from Works to the Controller's Office. The Corp Card PV Upload report will be created in VISTA and match the statement. The agency will send the Electronic Transfer of Transactions to the Controller's Office. The PV(s) will be loaded into Advantage SUSF. During the nightly cycle, the PV(s) with transactions that didn't have both approvals applied in Works will reject with an error code of "Missing Fund Code" along with other errors. The next business day the Agency will need to go to Advantage SUSF and find the PV(s), add the Fund code to all lines, edit (F7) the PV(s) to make sure all errors are gone and then apply Pend 3 and Pend 4 approvals. The next business day the agency needs to look in Advantage and verify the PV(s) are in ACCPT status.

Trouble shooting continued

Various Account Code errors - Transaction(s) didn't get all necessary account coding applied in Works.

- All transactions will be in PV(s) that come in the file from Works to the Controller's Office. The Corp Card PV Upload report will be created in VISTA and match the statement. The agency will send the Electronic Transfer of Transactions to the Controller's Office. The PV(s) will be loaded into Advantage SUSF. During the nightly cycle, the PV(s) with transactions that didn't get all necessary account code will reject with various account code errors. The next business day the Agency will need to go to Advantage SUSF and find the PV(s), add the account coding to all lines, edit (F7) the PV(s) to make sure all errors are gone and then apply Pend 3 and Pend 4 approvals. The next business day the agency needs to look in Advantage and verify the PV(s) are in ACCPT status.

Zero Statement amount - BOA PV File has one or more PV(s) that summed together have a total amount of zero.

- Debit and credit transactions can cause PV(s) in the file, when added together, to be a total of zero. All transactions will be PV(s) that come in the file from Works to the Controller's Office. The Corp Card PV Upload report will be created in VISTA and match the statement amount of zero. The agency will fill out the Electronic Transfer of Transactions form putting the file name, number of documents, amount, and on the second line enter **delete the file.** The agency will send the completed form to the Controller's Office.

Non-zero Statement amount but file contains PV(s) with a document total of zero.

- Debit and credit transactions can cause PV(s) in the file to have a document total of zero while other PV(s) don't. This usually occurs with agencies that have sub-groups (meaning multiple accounts under one agency number). All transactions will be PV(s) that come in the file from Works to the Controller's Office. The Corp Card PV Upload report will be created in VISTA and match the statement. The agency will send the Electronic Transfer of Transactions to the Controller's Office. The PV(s) will be loaded into Advantage SUSF. During the nightly cycle, the PV(s) with the document total of zero will reject with an error code of "Invalid Document Total". The next business day the Agency will need to go to Advantage SUSF and find these rejected PV(s) and delete them and also verify the other PV(s) are in ACCPT status.

Trouble shooting continued

Debit Statement balance but file contains PV(s) with a document total of a negative amount.
- Debit and credit transactions can cause PV(s) in the file to have a document total with a negative amount while other PV(s) don't. This can occur when there are more than 99 lines of transactions and the credit transactions are in a document where there's not enough debit transactions to make the total a positive amount. It can also occur when there are more credit transactions than debit ones in a subgroup. All transactions will be PV(s) that come in the file from Works to the Controller's Office. Because of the negative PV(s), the file will not be processed, the Corp Card PV Upload report will not be created and instead the Corp Card PV Not Proc report will be created.   This is because there can be so many problems in Advantage processing negative PV(s), Advantage has been set up not to allow them. Therefore the Agency will need to go to Advantage and manually create PV(s) to pay the statement. Agencies with sub-groups that created negative PV(s) will need to combine the transactions of the sub-groups to create non-negative PV(s).

Credit Statement balance – there are more credit transactions than debit ones causing the file to contain PV(s) with a document total of a negative amount.
- More credit transactions on a statement than debit transactions will cause PV(s) in the file to have a document total with a negative amount. There still could be PV(s) in the file with a document total of a positive amount but when all PV(s) in the file are summed together there is a total negative amount. All transactions will be PV(s) that come in the file from Works to the Controller's Office. Because of the negative PV(s), the file will not be processed, the Corp Card PV Upload report will not be created and instead the Corp Card PV Unable To Process report will be created.   This is because there can be so many problems in Advantage processing negative PV(s), Advantage has been set up not to allow them. Therefore the Agency will need to make an adjustment to the following month's PV(s) to account for this credit statement balance.