How to Resolve POETAF/COA Failed Validation Errors in Concur

After a Concur Request or Expense Report is submitted, chart string validation is performed to ensure that it adheres to the Concur policy. If validation fails, an alert is generated. These alerts are generated due to a variety of reasons, including but not limited to:

- Incorrect chart string entry
- Incomplete or missing information
- Exceeding budget limits

Here are some common reasons for POETAF/COA validation errors:

1. Incorrect chart string entry:
   - The chart string is not entered correctly or is missing.
   - The chart string is not in the correct format.

2. Incomplete or missing information:
   - The necessary information for validation is missing or incomplete.
   - The user has not provided all the required details.

3. Exceeding budget limits:
   - The expense report exceeds the budget limits.
   - The user has exceeded the budget allocation for the project.

To resolve these errors, you need to:

1. Identify the type of chart string error:
   - Refer to our chart string validation guide to understand the specific error.
   - Check the Concur documentation for guidance.

2. Correct the chart string:
   - Make the necessary corrections to the chart string.
   - Ensure that all required information is included.

3. Review and resubmit the expense report:
   - After making the corrections, resubmit the expense report.

In case the error is not resolved, you can contact the Concur Support Team for assistance. They can provide more detailed guidance and help resolve the issue.

Reminder:

1. Register for the Oracle Redwood UI Information Session to get a firsthand glimpse into the new Oracle theme, set to launch January 2022! To prepare for this exciting launch, please register via this link on Blink, which showcases a consolidated view of the upcoming changes.

Additional Resources for Users - Oracle Redwood Toolkit

The Oracle Redwood theme is a UI change only, and does not impact any system functionality. Users should expect:

- Dark, global header
- Marketing, using a different color palette, layout, look and feel:
  - Overall coloring using a different color palette, layout, look and feel:
  - What is changing?
  - What is not changing?

Additional Resources for Users - Oracle Redwood Toolkit

Our goal is to deliver timely information that matters to you.