How to Resolve POETAF/COA Failed Validation Errors in Concur

After a Concur Request or Expense Report is submitted, chart string validation may fail. These errors can be resolved by following these steps:

1. **Resolve Chart String Errors**
   - Check for any errors in the chart string that are preventing the submission.
   - Ensure that the COA and POETAF codes are correct and properly formatted.

2. **Review Company Policies**
   - Consult your organization's policies on chart string errors.
   - Determine the correct chart string format based on the type of expense or transaction.

3. **Contact Finance Support**
   - If errors persist, contact the Finance Department for assistance.
   - Provide them with the error details and any relevant information.

4. **Re-submit Expense Report**
   - After resolving the errors, re-submit the expense report for review.
   - The system will validate the updated chart string and should allow for successful submission.

In the event of a POETAF/COA validation error, it is recommended to contact the Finance Department for assistance. They will be able to provide guidance on how to resolve the specific error and ensure successful submission.