

Most Common Causes for Purchase Card Program Rejects

Purchase Card Rejects (CC) – The primary cause for rejects of CC documents is incorrect coding of the Master Accounting Code (MAC). Errors such as invalid fund code, invalid Accounting Classification Code/Fund Control Point (ACC/FCP), invalid cost center and invalid BOC are among the most common MAC errors. To help prevent this type of reject program coordinators should review the MAC maintained at Citibank to ensure its accuracy. Entering the correct costing elements resolves the reject. The second most common error for CC documents is insufficient funds. To prevent this type of reject, program coordinators need to ensure funding is available in the applicable ACC/FCP assigned in the MAC. The FY 2002 average reject rate for purchase cards is 0.9%

Convenience Check Rejects (CB) -The most common reject for CB documents is insufficient funds. This relates to the standard obligation established for the \$.83 convenience check fee. Field facilities need to ensure funds are available in the standard obligation to cover the convenience check fees. Increasing the funds in the standard obligation corrects this type of reject. The FY 2002 average reject rate for convenience checks is 3.1%

Prime Vendor Rejects (CD) -The most common reject for CD documents is reference obligation not found. Occurrence of this reject is due to the inclusion of the station number in the purchase order field when pharmacy staff places the order in AmeriSource's proprietary software. Providing additional training to pharmacy staff can reduce or prevent these rejects. The second most common reject error is decrease amount is greater than amount expensed. This reject is caused when a credit is trying to record against the obligation before a charge. To prevent this reject the FSC has submitted a programming change to the Credit Card System (CCS) to always apply charges before the credits. The FY 2002 average reject rate for prime vendor is 30.1%

CC Transactions and Reject Averages

CREDIT CARD TRANSACTIONS	% REJECTED		
	FY2001	FY2002 YTD	
PURCHASE CARD	2,470,191	1,476,805	0.87%
CONVENIENCE CHECKS	211,419	113,169	3.14%
PHARMACY PRIME VENDOR	441,703	268,537	30.10%
OGA'S	23,798	14,007	
MEDICAL SURGICAL	757	365	
	3,147,868	1,872,883	5.42%
AVG PER MONTH	262,322	312,147	5.42%

	TOTAL CREDIT CARD REJECTS FY2002 YEAR TO DATE							YTD TOTAL	AVG PER MONTH	AVG PER DAY
	Oct-01	Nov-01	Dec-01	Jan-02	Feb-02	Mar-02				
CB	2,640	227	321	213	92	58	3,551	592	5	
CC	3,601	1,662	2,129	1,857	1,094	2,473	12,816	2,136	18	
CD	32,302	15,203	6,480	10,450	9,518	11,193	85,146	14,191	116	
MONTHLY TOTALS	38,543	17,092	8,930	12,520	10,704	13,724	101,513	16,919	139	