**Common ProCard Reconciliation Error and Alert Messages**

To assist with ProCard reconciliations, we’ve compiled common errors and alerts that we’ve seen cardholders run into while reconciling transactions, as well as solutions that have helped units trouble-shoot these errors. If your cardholders are running into any additional errors or alerts that aren’t listed and need additional assistance, feel free to contact [teamcas@uw.edu](mailto:teamcas@uw.edu). Cardholders, be sure to also review the [How to Manage Procard in Workday job aid](https://uwconnect.uw.edu/finance?id=kb_article_view&sysparm_article=KB0032233), and check out AST’s [Create ProCard Transactions nano learning video](https://uwnetid.sharepoint.com/:v:/s/og_casnoontimeworkshops/EWQ4G_IfQ89BqIftxwYCnCQBzR7Ix7DLstWWiW99xYt2Hw).

**IMPORTANT NOTE:** A good rule of thumb for Workday messages is that “errors” ARE a hard stop, but “alerts” are NOT a hard stop.

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| Common ProCard reconciliation error and alert messages | Why are these error and alerts showing up? How do I get rid of them? |
| Page Error:   * FIN\_P2P\_FDM\_FD300, FD999 & FN999 | * **Why is this happening?**   + The worktags FD999 and/or FN999 may have been autopopulated by Workday in the transaction details. * **Solution**   + Edit the transaction draft and remove all of the current worktags from the transaction details. Then, re0enter your driver worktag (e.g., cost center tag), and the appropriate mapped worktags should autopopulate (ie., FD and FN tags).   + Note: If FD999 and/or FN999 still populate, there is an issue with your worktag mapping and you will need to contact [teamcas@uw.edu](mailto:teamcas@uw.edu). |
| Page Error:   * FIN\_P2P\_FDM\_Gift required for Fund FD207 | * **Why is this happening?**   + You may be missing the GF worktag in the transaction details if you need to use FD207 worktag.   + Alternatively, Workday may have autopopulated different worktags than wanted (e.g., a different cost center that does not have GF tag). * **Solution**   + Double-check the FDM worktags in the transactions. If all of the worktags are incorrect, remove all of the worktags and input the correct worktags that you want for the transactions. |
| Page Error:   * Line item description is required | * **Why is this happening?**   + In the transaction details, you may have missed the field to enter a line item description in the “Item and Category” section. * **Solution**   + Edit the transaction details to include an appropriate line item description |
| Page Alert:   * FIN\_P2P\_Sales Tax Collected Y/N?   Note: This is NOT a hard stop and will always be present if your purchase is tax-exempt. | * **Why is this happening?**   + You may have missed the field to indicate whether sales tax was collected or not. * **Solution**   + If sales tax was collected, check the “Sales Tax Collection” option.   + If purchase tax exempt, do not fill in any tax fields. |