1. **Q:** Why can I not pull a REQ into a PO that has never been sourced to a PO?
   **A:** Get into the REQ, go to the Item Information tab and if the RFQ Required box is checked please uncheck that box on all lines. With that checked the REQ or a line within the REQ will not pull through into a PO.

2. **Q:** If I saved my PO and I forgot to add in the Contract number can I still add the contract number?
   **A:** You can still add the contract number to your PO. On the PO line next to the PO number is your Line Details icon (▲). Click that icon, the screen will then change to Details for Line 1, Click on the Blue Change Order Icon (▲). The screen will then change back to your main PO screen. Click on the Contracts tab and you can then enter in your Contract number.

3. **Q:** Why can I not check the Complete box in my deposit?
   **A:** The reason you are not able to check the Complete box in the deposit is because you are missing the roles NMS_STO_USER and NMS_CM_COMPLETE_DEPOSITS. Please have your supervisor fill out the SHARE Security Authorization form and hand write in the roles NMS_STO_USER and NMS_CM_COMPLETE_DEPOSITS. You can email that form to DoIT Security Team at SHARE.Security@state.nm.us.

4. **Q:** I have a voucher tied to a PO, but my voucher was rejected due to the account code. How do I correct the account code on my voucher?
   **A:** When your agency has a voucher tied to a PO, never change any distribution (account field) information like Fund, Department, Account, Bud Ref, Class, etc. The only thing you can change on your voucher when it is tied to a PO is the Amount, Accounting and Budget Dates. Other than that delete the voucher and make accounting information changes on the PO. Changing such information on the voucher can cause problems for your reports, budgets and PO. Please submit a help desk ticket and we can look into your documents for you and give the best resolution.

5. **Q:** I am having trouble printing my PO, I cannot get the PDF.
   **A:** Go into your PO and check to see if your PO has a Valid Budget and Doc Tol Status, also make sure that the Hold From Further Processing box is un-checked. If all this looks like the screen shot below, please create a new Run Control Id for your PO Print.
6. **Q: Voucher is missing Journal on AP Accrual (Voucher is not posted to the General Ledger).**
   A: This happens when the voucher was created in one month and paid a month or 2 later without changing the Accounting and Budget Date to current date. Agencies need to change those dates if the voucher isn’t sent in. We can still post the voucher to the GL, just that it will not post to the month that the Accounting and Budget Date are for. A help ticket is needed for this type of issue.

7. **Q: We are unable to delete voucher. We un-match it from the PO, then cannot retrieve it to delete it.**
   A: We are asking agencies if they need a voucher deleted to please submit a help ticket and the FCD Support Unit can successfully delete the voucher for you and make sure that no funds are tying up your budget.

8. **Q: If I accidentally closed out my REQ and/or PO can I submit a help ticket to have them re-opened so that we may use them?**
   A: We do not re-open REQ’s/PO’s for the agency to re-use once they have closed the document. What we will do is re-open the document(s), zero out or disencumber the REQ/PO to the amount expended and then re-close the document(s) via reconciliation workbench. What you will need to do is create new document(s). We will notify you once the document(s) was re-opened and the money has been returned to your contract and/or agency budget.

9. **Q: Why do we recommend not copying old PO’s into a new PO?**
   A: Copying old documents into a new one can cause issues and errors. It is always best to create a new document.

10. **Q: What happens if I cancel a PO/REQ and not closing correctly?**
    A: By Cancelling a PO/REQ you risk the chance of tying up your agency budget. If budget is tied up you will need to submit a help ticket so that we can re-open the document and release the remaining amounts back to your budget.

11. **Q: What is the difference between Amount Only and Quantity?**
    A: Amount Only will let you expend from your PO until you have fully liquidated the amount in the PO. Quantity you expend until you have fully liquidated the Quantity

12. **Q: If we forgot to check the Amount Only in a PO and a Voucher has already been paid, can we check the Amount Only box after?**
    A: No, once a voucher has been tied to your PO and is Approved you would then need to disencumber your PO line(s) to the amount expended and then create new lines in your PO for the remaining amounts. Do not forget to check the Amount Only box in the Attributes tab in the PO before saving your PO.

13. **Q: Can I obtain a copy of my documents that were approved by Financial Control Division?**
    A: Yes, you may obtain posted journals and approved accounts payable vouchers by going to our website [http://www.nmdfa.state.nm.us/Information_Management.aspx](http://www.nmdfa.state.nm.us/Information_Management.aspx), scroll down to the bottom of the page to Imaging Unit, click on the first link [DFA Doc Wizard - Electronic Financial Document Retrieval](http://www.nmdfa.state.nm.us/Information_Management.aspx). Enter in your User ID and password. If you do not have a User ID or password please fill out the [Imaging Access Request Form](http://www.nmdfa.state.nm.us/Information_Management.aspx) and email to John.Martinez2@state.nm.us and MaryLouise.Jackson@state.nm.us.

    For further questions please contact the FCD Support Unit at (505) 827-1234 or submit a Help Ticket to [fcdsu.help@state.nm.us](mailto:fcdsu.help@state.nm.us)