

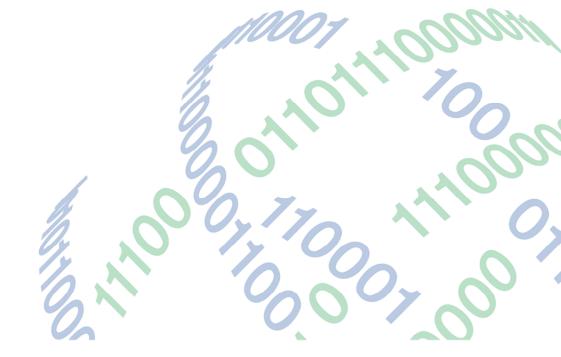
C3 Financial

Chase Trouble Shoot Guide

2020

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Chase Integration Trouble Shoot Guide

Chase Integration Rules

Requirements for Requisition Inclusion of File

- 1. Must be an ORDER
- 2. Status must be APPROVED
- 3. Expected Date/Delivery Date must be greater than the day file is sent plus the lead time on the associated order rule-set
- 4. **FULFILL** date must be null (empty)
- 5. Requisition must use a **RULESET** where Chase is the money supplier

Order File Run Schedule

Monday - Friday at 10:45 AM Eastern

Monday – Friday at 12:15 PM Central

Considerations

- 1. A requisition may be altered/edited in the application at any time before the file run time
- 2. If a requisition is changed <u>AFTER</u> the files schedule run time, then you must communicate this change to the money supplier via alternative method (phone/email/web portal)
- 3. Files are generated per the **APPROVE** status at file run time. Keep desired requisitions in **APPROVE** status to ensure they make it on order file.
- 4. To audit APPROVE status, access from Institution Reports tab in C3 Financial the "Requisition Status Audit Report" to view Requisitions, status, time (EST) of status and user.