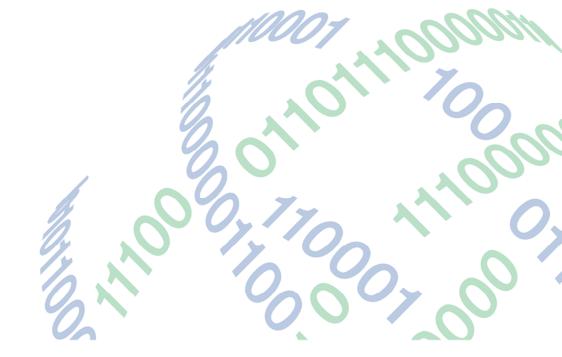# C3 Financial
Garda Trouble Shoot Guide

2020

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GARDA Integration Trouble Shoot Guide

Garda 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 Garda is the money supplier

Order File Run Schedule

Monday – Friday at 1:45 PM   Eastern

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 AFTER 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.