Frequently Asked Questions

General

Q: How do I find whether something is approved or whose court it is in?

A: Most Kahua records should have a Dates & Workflow section. There, you can review the workflow status and who the item is assigned to. However, if the task was delegated to someone else, it will not show that here.

Q: How do I request support if I have a problem on a project in Kahua?

A: Please submit a Support Request through the AITS Service Desk. If you are in Kahua, you can click on your initial in the upper right corner and then choose Help. It will open a support request. The Service Desk can also be reached by email at servicedeskaits@uillinois.edu and by phone at 217-333-3102 and 312-996-4806.

Project Startup

Q: How do I add a vendor to my project?

A: Please see this job aid with instructions on how to add a vendor to a project.

Budgets

Q: What is the difference between a Budget Adjustment and a Budget Change?

A: The Budget Adjustments application allows you to relocate project budget funds from one activity code to another activity code. Budget Adjustments is used for moving existing budget only, and the move results in a $0 change to the overall project budget. A Budget Change allows you to add or deduct funds from the budget.

Contracts

Q: When I try to approve a contract as a PM and send it to the next approver, I receive a message about cost guards. What do I need to do?

A: The most common reasons to get that message are 1. The project budget is not approved yet, or 2. The activity code(s) used in the contract is either not in the budget at all, or it is there, but does not contain enough funding to cover the contract line item.

Schedules of Value (SOV)

Q: I added my subs in the Contract Information section of the SOV, but they are not showing up in the SOV Items section when I try to select them while building my SOV. What can I do?

A: Kahua may take a few minutes to populate subcontractors/subconsultants in the SOV items after they've been entered in Contract Information. Save the record, wait a few minutes, and try again to select them in the Vendor dropdown.

Pay Requests

Q: I submitted my Pay Request, but I have not received payment. How do I check the status?

A: Pay Requests have both a review and an approval process. If the review is complete for the pay request, submit it for approval. Once approved, it will be sent to the university financial system for payment. Once approved, you may also check the status of your pay request by opening the pay request record and reviewing the Remittance section.

Q: My payment request is not calculating correctly in the summary section. What do I do?

A: Try clicking 'edit' in the payment request, then clicking 'Save' again. Kahua will recalculate after clicking save and may resolve the calculation issue. If it does not, submit a support request for further review.

Q: My pay request does not show my newly approved Change Orders. How do I add them?

A: You will need to go to your SOV Breakdown and click on the Select Change Orders button at the top. Select the Change orders you want added to your SOV. Edit those lines and select the vendors associated with them. Then Send for approval. Once the PM approves the new CO lines, you may open your pay request and select the Refresh from SOV button. This button may be hidden beneath the 3 dots at the top next to the other buttons.

Q: My pay request won't let me bill some of the lines. It says pending on them. What do I need to do?

A: You have contracts on your SOV Breakdown that are not approved yet. Check to make sure they have the Subcontract and Form A or B attached. If it is your contract, you do not need those attached as your contract is already approved. Then let your U of I PM know to select the button "Submit to UOCP" on those pending contracts so they can be approved. Once they are approved, you can open your pay application and select the Refresh from SOV button. This button may be hidden beneath the 3 dots at the top next to the other buttons.