
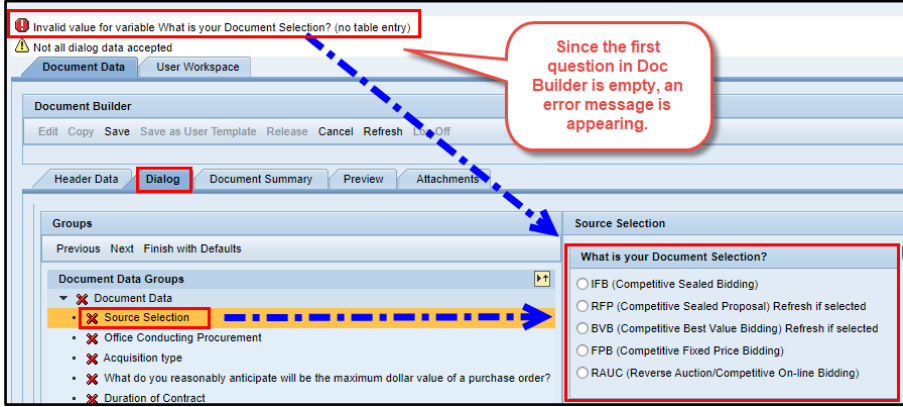











Contract Errors or Issues	Resolution
<p> Invalid value for variable What is your Document Selection? (no table entry)</p>	<p><b>Problem:</b> When in Document Builder, this error is shown.</p> <p><b>Solution:</b> Click the “Dialog” tab and Source Selection Question→What is your Document Selection?</p> <p>It is important to note that if any of the following RFX types are selection, the error will appear since there are no preselected clauses in Document builder for the below RFX types.</p> <ol style="list-style-type: none"> <li>a. ZRFI-Request for Information</li> <li>b. ZRQL-REQ-Qualification</li> <li>c. ZRQT-Request for Quote</li> <li>d. ZSMP-Small Purchase</li> </ol> 
<p> Output: No details for medium Mail in supplier master record</p>	<p><b>Problem:</b> No email address is listed for a vendor in the Output Medium.</p> <p><b>Solution:</b> (to be performed by buyer)</p> <ol style="list-style-type: none"> <li>1. Go to the RFX and select the Bidders tab.</li> <li>2. Identify the vendor with the error using one of the options below:             <ol style="list-style-type: none"> <li>a. Error Message: The system was updated to provide a 4-5 digit contact person in the error message to help buyers identify the vendor with the error.</li> <li>b. Manual: If the contact person is not displayed in the error message, you will have to manually search for it. Highlight the line to select each vendor individually, then select the</li> </ol> </li> </ol>

	<p>Output Medium box to open and verify that each email address is listed.</p> <ol style="list-style-type: none"> <li>3. Once the vendor is identified, select Cancel to return to the bidder screen.</li> <li>4. Select the bidder's number to open up the bidder's details and locate an email address.</li> <li>5. Select the Company Data tab.</li> <li>6. Scroll down to the email address so you can copy it.</li> <li>7. Select and copy the email address. Once the email address is copied, select Cancel.</li> <li>8. On the Display RFx screen, select the Edit button.</li> <li>9. On the Edit RFx screen, make sure the bidder's line is highlighted and select the Output Medium button.</li> <li>10. Add the email address and select OK.</li> <li>11. Select the check button, and you will see that the error has been corrected. Select the Save button.</li> </ol>
 Vendor does not allow surrogate bidding	<p><b>Problem:</b> Prior to 2007, vendors had to manually check Allow Surrogate Bidding when they registered. Today, any vendor that registers the Permit Proxy Bidding is checked by default.</p> <p><b>Solution:</b> Submit Help Desk Ticket to SCEIS Materials Management Team to update Suppliers information to allow Proxy Bidding. This is something that the SCEIS MM Team must fix.</p>
 Bidder is locked or archived	<p><b>Problem:</b> The message is informing the buyer that they have locked themselves by opening too many screens and not closing them properly.</p> <p><b>Solution:</b> The buyer will need to submit a Help Desk ticket to fix this or wait 30 minutes for their session to time out before they can do anything in the system. After 30 minutes, the buyer can log back into the system, and they should be unlocked.</p>
 Release Document Builder document before releasing procurement document	<p><b>Problem:</b> This is not a hard stop; it just reminds the buyer to release Document Builder. It most likely occurs because the buyer is trying to release the RFx without going through Document Builder.</p> <p><b>Solution:</b> The buyer can edit the RFx and select Save to be</p>

	able to select Document Builder. Once Document Builder is selected, ensure that all questions are answered. Then Release and log off of Document Builder to fix the issue.
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<p> Submission deadline for bids xx/xx/xxxx at xx:00 is in the past</p>	<p><b>Problem:</b> This message is informing the buyer that they must extend the submission deadline before they can publish the RFx. This is something that the buyer must fix.</p> <p><b>Solution:</b> The buyer must edit the RFx and modify the submission deadline to fix this issue.</p>
<p> Opening date xx/xx/xxxx is in the past</p>	<p><b>Problem:</b> The message is informing the buyer that they must extend the opening date before they can publish the RFx. This is something that the buyer must fix.</p> <p><b>Solution:</b> The buyer must edit the RFx and modify the opening date to fix this issue.</p>
<p> Line: Enter an Incoterm Line: You are not allowed to change quantities</p>	<p><b>Problem:</b> Incoterms are internationally accepted rules for world trade. These rules allow the purchaser to collaborate with vendors to define delivery conditions and seller obligations. Incoterms exist at the header and line item levels for Bidding, Contracts, and Purchase Orders, and are only used in display mode for Shopping Carts. This error normally occurs when the vendor tries to change the delivery terms.</p> <p><b>Solution:</b> To fix the issue, the buyer will need to look at the Delivery Tab to see what the vendor did to cause the error. The vendor may have added some terms inconsistent with the RFx that will need to be removed to fix this issue.</p>

<p> Select a bidder with a contact person</p>	<p><b>Problem:</b> When the vendor registered they did not complete the contact information or when an agency registered the vendor they did not include any contact information on the vendor.</p> <p><b>Solution:</b> The vendor <b>MUST</b> go online and update their information to include a contact person before this vendor can be added to an RFx, added as a Surrogate bidder, or awarded a contract.</p>
<p> Bidder XXXXXXXXXXXX is locked or archived</p>	<p><b>Problem:</b> The CG's office has blocked the vendor.</p> <p><b>Solution:</b> Contact Ginger Taylor at 803-734-2555 so that the CG's office can explain why there is a block on the Vendor Number.</p>