














Error or Issue	Resolution
<p> Central Contract 44000XXXX cannot be completed as Open POs exist</p>	<p>Problem: When a user clicks on “Close Contract,” this error is received.</p> <p>SCEIS prevents contracts from being closed if open purchase orders exist.</p> <p>Solution: Contact the Buyer associated with the purchase order. Ask them to reduce down to close and ensure that all financial transactions are completed for all purchase orders associated with the contract.</p> <p>To stop the future use of the contract, “Inactivate” the contract line items and adjust the “Valid To/From” dates of the contract to a past date. This will prevent shopping cart users from punching out of the contract and/or the contract line items.</p> <p>Reminder: Be sure to “Release” the contract after the necessary changes have been made.</p>
<p> Line x: Associated contract item deactivated</p>	<p>Problem: User typically receives this hard stop when they want to activate “No Further Invoice” status but the Contract Owner has set the contract line item to inactive when the contract has Purchase Order (PO) release documents.</p> <p>Solution: The buyer should contact the Contract Owner listed in the Purchasing Group field on the Contract overview tab to have them temporarily change the “Inactive” status to “Active” and then they can activate “No Further Invoice” on the line item(s) and “Order” the PO. After the PO is in an Ordered status, then the Contract Owner can edit the contract line item status again to “Inactive.”</p>

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<p> Contract expired: document date xx/xx/xxxx outside contract validity xx/xx/xxxx-xx/xx/xxxx</p>	<p>Problem: User is trying to edit a Purchase Order (PO). This contract was created without a solicitation. Look in the contract's "Tracking" tab, or the "Header" tab, you will not find a "54" series RFX number. The PO was created with a Document Date before the contract's start date, thus the hard stop, <u>Contract expired; document date xx/xx/xxxx outside contract validity</u>, was generated.</p> <p>Solutions: If no additional <u>Goods Receipts</u> and no additional <u>Invoice Receipts</u> are required to be processed, then activate No Further Invoice and No Further Confirmation on the PO. Then create a new PO or Edit the contract and change the "Valid From/To" dates to include the Document Date of the PO, so the PO could be processed.</p> <p>Tip: Remember after the contract is changed then it must be "Released" again.</p>
<p> Line x: Location xxxxxxxx does not exist in corresponding contract 44000....</p>	<p>Problem: The user is attempting to add a location to a contract that doesn't exist or the contract was created with the wrong agency location.</p> <p>Solution: They need to go to the contract and have the Contract Owner listed in the Purchasing Group field correct the location on the item(s) to fix this error.</p>
<p> Line x: Contract can't be used; target value xx, xxx USD of contract exceeded by xx.xx USD</p>	<p>Problem: This error occurs when the contract line item Target Value/Currency has been spent.</p> <p>Solution: The Contract Owner needs to either increase the contract amount with their authority or re-bid the contract.</p>

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<p> Updates available for document: run update report</p> <p> Not all dialog data has been accepted</p>	<p>Problem: If you have an RFX in a “Saved” status and have not answered the dialog questions in Document Builder, and the system was updated with new clauses, you will get a hard stop message. The hard stop message must be cleared before you can proceed.</p> <p>Solution:</p> <ol style="list-style-type: none"> 1. Go to Document Builder and click on Document Summary Tab. Then select Update Report. 2. Click on the Update All tab. 3. After you select the Update All tab, you will receive a message that states “Not all dialog data has been accepted.” You can then proceed to answer the dialog questions, release, and log off Document Builder.
<p> Line X: Location xxxxxxxx does not exist in corresponding contract 44xxxxx</p>	<p>Problem: This error occurs when a location is changed in a contract and the Shopping Cart (SC) or Purchase Order (PO) is unable to find the specific agency location that was on the contract. Normally this happens when the contract owner adds an incorrect location to a contract by mistake or MMO adds a location to a Statewide contract, which should NOT have any location on the item.</p> <p>Solution: The contract owner can update the contract with the correct location and if it is an MMO contract they can just remove the location from the item. If the problem persists after attempting the above solution, the contract owner should submit a ticket to the SCEIS Help Desk.</p>
<p> Time zone CST is not valid in country US (several possibilities)</p>	<p>Problem: User is getting this warning message when displaying the contract.</p> <p>Solution: SCEIS MM Team needs to change the Time Zone value in ECP with transaction XK02</p>

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	<p>and in SRP (Back-End) with transaction BP, which equals Business Partner. A vendor may have originally registered in Time Zone, Central, Mountain, Pacific and then changed their geographical location to Eastern. The SCEIS MM Tem will need to edit the system in ECP and SRP to assist the user immediately. However, after the change is made in XK02, SRP's BBPUPDVD, Update Vendor Master Record, will replicate the data to SRM.</p>
<p> Line 3: Contract item 44000XXXXX/4 may not be changed because follow-on documents exist</p>	<p>Problem: The user received this hard stop because they were trying to duplicate a line item for a contract, and that line item was changed from Normal to Product Category AFTER the Purchase Order (PO) was created.</p> <p>Solution: The PO was connected to a contract that was changed from Normal to Product Category with Follow-on documents and can't be modified. This PO should be closed out and no further lines should be added or changed. Please close out this PO and create a new PO for any additional line items needed. The PO is in an ordered status and as long as no changes are made or lines copied, you should be able to complete the GR and IR.</p>

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 Target value of contract cannot be less than the released value	<p>Problem: The user received this hard stop because they were editing an old contract that was not set up correctly.</p> <p>In February of 2018, the SCEIS team implemented new logic for the Contract Header and Line Item Target Values. The Header Target Value/Currency field on all Contracts will be automatically calculated based on the cumulative total of all the Line Items' Target Values. Therefore, the Target Value/Currency field on the Header will no longer be editable.</p> <p>Solution: The Contract owner will need to research each of the Contract Line Items based on what has been spent (Line Item Release Quantity and Release Value) and then determine what fields need to be updated to fix the error.</p> <ul style="list-style-type: none"> • If a blanket PO with inflated quantity was used on a Normal Line Item: Create a new Line Item to replace the old one with correct quantities. To ensure the correct quantities: <ol style="list-style-type: none"> 1. Determine the amounts that were spent based on the Line Item Release Quantity and Release Value on the original item 2. Subtract that amount from the original awarded amount and use the remaining balance for the new Line Item Target Quantity and Target Value for the remaining contract term. <p>The new functionality for Contract Management pertaining to the Contract Header and Line Item Target Values is as follows:</p> <p>Normal Line Item</p> <ul style="list-style-type: none"> • The SCEIS system will multiply the Line Item Target Quantity by the Price and

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	<p>automatically populate the Target Value for that Line Item.</p> <ul style="list-style-type: none"> You will be unable to insert an estimated amount in the Target Value field for that Line Item. To increase the Target Value for a specific Line Item, increase the Target Quantity or the Price. With either action, the system will automatically update the Target Value. <p>Product Category Line Item</p> <ul style="list-style-type: none"> The Item must have a specific Target Value to support the Line Item for the term of the contract. You will be unable to insert a Target Quantity or Price If the Target Value amount for that Line Item is increased, it will automatically increase the contract Header Target Value/Currency field by that amount. <p>NOTE: If you inactivate a line item, the system will still read and include the Target Value in the Header Target Value amount, so the Line Item needs to be reduced to what has been spent.</p>
 Line X: Target Value cannot be zero	<p>Problem: The user received this hard stop because they were editing an old contract that had a Target Value of zero or they were trying to release a contract and the Target Value is \$0.00.</p> <p>Solution: The Contract owner must add a valid Target Value amount for this Line Item for the term of the contract and the amount cannot be zero.</p>
 Line X: Enter exactly one partner of type Location	<p>Problem: The user received this hard stop because the system is looking for a 'location' for the line item of the contract so shopping cart users assigned to that location can punch out of the contract line item.</p>



Contracts SRM Guide to Hard Stop and Common Errors

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	<p>Solution: Solution: Go to the line item, click 'Details' and scroll all the way to the bottom of the page and insert the correct location for the line item. User must be in 'Edit' status to modify the location.</p>