


Supplier Relationship Management (SRM) 7.2

Guide to Hard Stop Messages When Creating an SRM Purchase Order

To prevent users from receiving the message “error in process” and from losing the “Edit” button, users will now receive hard stop error messages when errors occur. The hard stop messages will require a resolution before proceeding to place the purchase order (PO) in “Ordered” status. The screen shots that follow are possible errors that a user would receive with guidance on how to resolve the errors.

1.

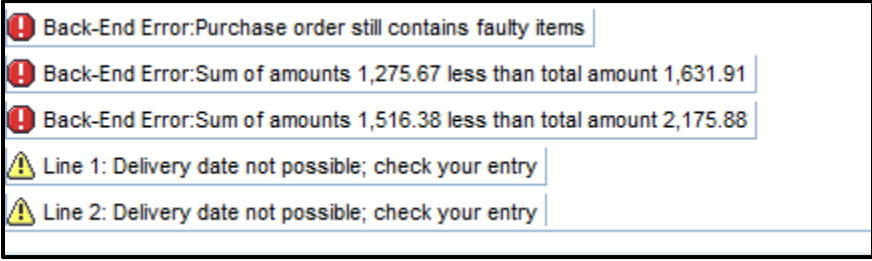


! Back-End Error: Annual budget exceeded by 870.17 USD (FM PB Availability Control) for document item 00001

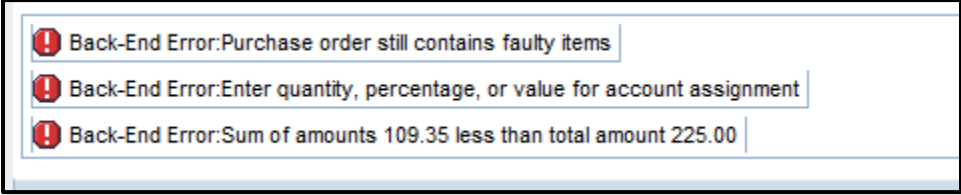
Resolution:

The User should contact the agency’s Finance Department to have budget added to the account assignment on the purchase order.

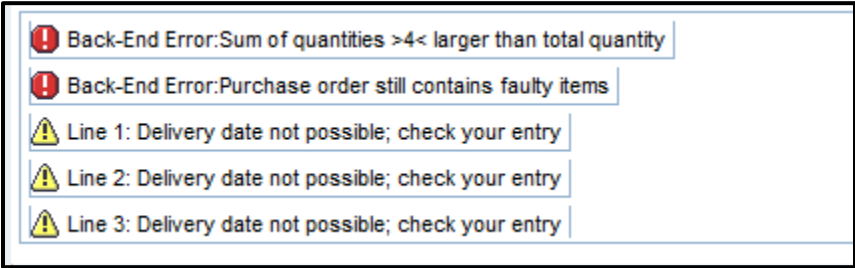
2.



! Back-End Error: Purchase order still contains faulty items
! Back-End Error: Sum of amounts 1,275.67 less than total amount 1,631.91
! Back-End Error: Sum of amounts 1,516.38 less than total amount 2,175.88
! Line 1: Delivery date not possible; check your entry
! Line 2: Delivery date not possible; check your entry



! Back-End Error: Purchase order still contains faulty items
! Back-End Error: Enter quantity, percentage, or value for account assignment
! Back-End Error: Sum of amounts 109.35 less than total amount 225.00



! Back-End Error: Sum of quantities >4< larger than total quantity
! Back-End Error: Purchase order still contains faulty items
! Line 1: Delivery date not possible; check your entry
! Line 2: Delivery date not possible; check your entry
! Line 3: Delivery date not possible; check your entry

Resolution:

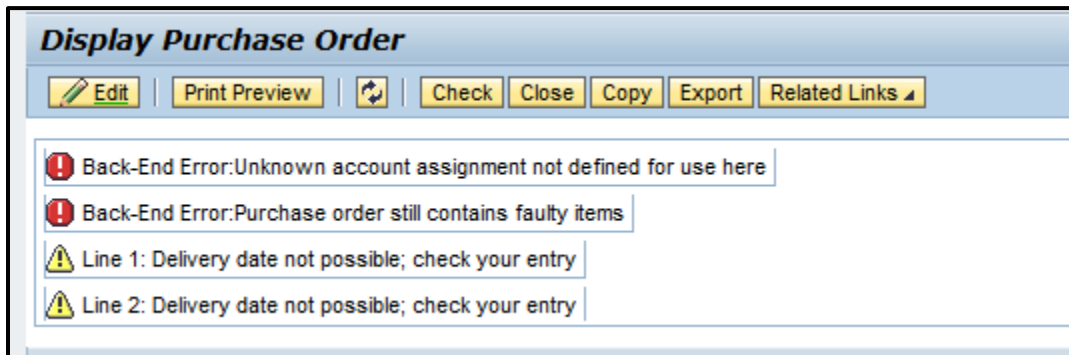
The three sets of errors in Number 2 indicate that changes such as price, quantity or conditions were made to the purchase order that affect the account assignment. The User must:

1. Go to the “Details” for all line items where price was affected.
2. Click the “Account Assignment” tab.
3. Delete all account assignment information by highlighting each line one by one.
4. Click the “Delete” button (next to Duplicate button in the Account Assignment tab).
5. Click “Add Line” button.
6. Manually add the required account assignment information into the line.

Helpful Hints:

- Click the “Check” button at top of screen. A message that the PO is ordered successfully should display.
- When entering your account assignment, do not paste the account assignment from your clipboard. This brings over the values that were previously copied and this most often will not be the correct value.

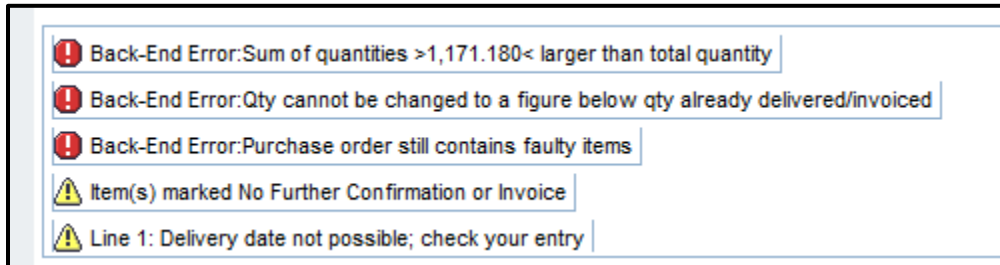
3.



Resolution:

- An Unknown account assignment was used in the shopping cart. (The account assignment data comes from the purchase requisition.) This is only defined for use when creating an inventory PO.
- For inventory POs created before November 8, 2013, with “Error in Process,” the user should delete the account assignment line and “Order” the PO.

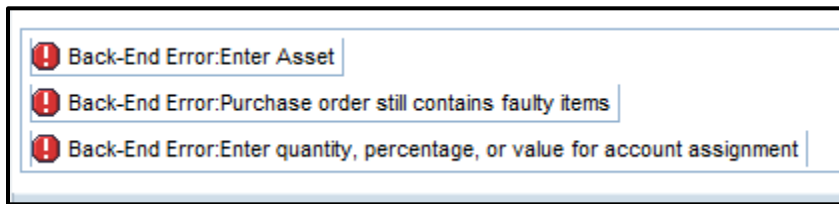
4.



Resolution:

- The line item already has a follow-on document and a change cannot be made to the line item.
 - Before changing any account assignment data, first reverse any previous transactional data on that line item.

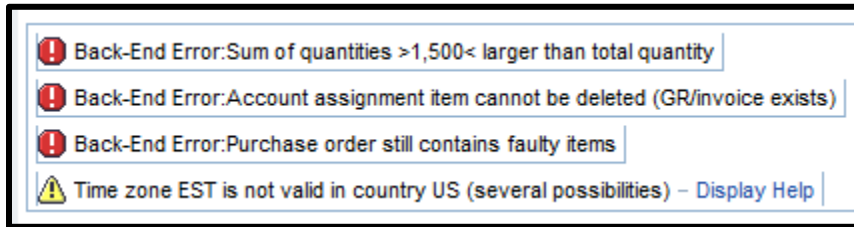
5.



Resolution:

1. Go to the “Details” for all line items where price was affected.
2. Click the “Account Assignment” tab.
3. Delete all account assignment information by highlighting each line one by one.
4. Click the “Delete” button (next to Duplicate button in the Account Assignment tab).
5. Click “Add Line” button.
6. Manually add the required account assignment information into the line.

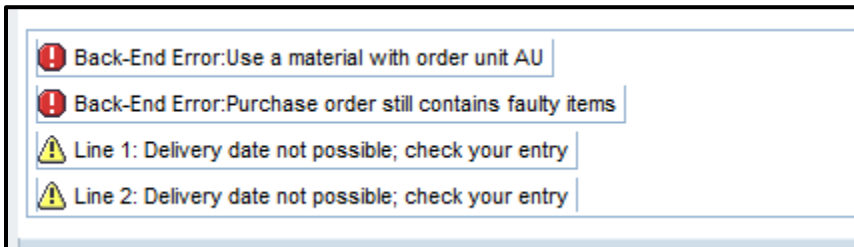
6.



Resolution:

- The line item already has a follow-on document and cannot make this change to the line item.
1. Go to the “Details” for all line items where price was affected.
 2. Click the “Account Assignment” tab.
 3. Delete all account assignment information by highlighting each line one by one.
 4. Click the “Delete” button (next to Duplicate button in the Account Assignment tab).
 5. Click “Add Line” button.
 6. Manually add the required account assignment information into the line.

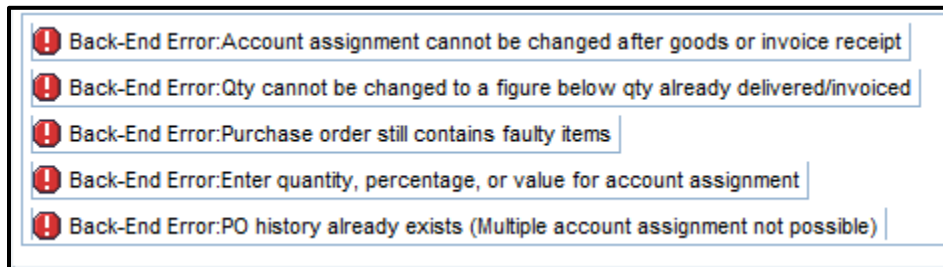
7.



Resolution:

- PO will not allow multiple units of measures nor will it allow a line item that was created in the shopping cart with EA to be changed to another unit of measure.

8.



Resolution:

- User cannot change the account assignment after a follow-on document has been issued.
 - Before changing any account assignment data, first reverse any previous transactional data on that line item.