







Purchase Orders SRM Guide to Hard Stop and Common Errors

Error or Issue	Resolution
<p> Back-End Error: Annual Budget exceeded by XXXX USD (FM PB Availability Control) for document item XXXX</p>	<p>Problem: Account Assignment does not have budget needed for the Purchase Order (PO).</p> <p>Solution: First, contact your agency's Finance Department to verify budget that may need to be added to the Account Assignment on the Purchase Order (PO). Funds may not be "pushed-down" to the level required by this PO. Each Agency assigns the funds differently. If the agency says there is availability in the budget, please check the Fund and Functional Areas to ensure they have been keyed in properly. This message is <i>always</i> the result of a clerical error or the agency budget.</p>
<p> Back-End Error: Sum of amounts XXXX less than total amount XXX.XX</p>	<p>Problem: This error indicates that changes such as price, quantity, or conditions were made to the Purchase Order (PO) that affect the Account Assignment tab.</p> <p>Solution:</p> <ol style="list-style-type: none">1. Go to Details for all Line Items where price was affected.2. Go to the Account Assignment tab.3. Delete all Account Assignment information by highlighting each line one by one and clicking the Delete button (next to Duplicate button in the Account Assignment tab).4. Click the Add Line button.5. Manually add the required account assignment information into the line.6. Click the check button.7. If you do not receive any hard stop errors, click the Order button. A message that the PO is ordered successfully should display. <p>Helpful Hints:</p> <ul style="list-style-type: none">• Refresh the window until your PO is in an "Ordered" status.• When entering your Account Assignment, do not paste



Purchase Orders


SRM Guide to Hard Stop and Common Errors

Error or Issue	Resolution
	<p>the Account Assignment from your clipboard. This brings over the values that were previously copied and will most often not be the correct value.</p>
<p> Back-End Error: Enter quantity, percentage, or value for account assignment</p>	<p>Problem: The Account Assignment's Cost Distribution must have one of the following three Cost Distribution options selected: Percentage, By Quantity, or By value.</p> <p>Solution:</p> <ol style="list-style-type: none"> 1. Go to 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 and clicking the Delete button (next to Duplicate button in the Account Assignment tab). 4. Click "Add Line" button. 5. Manually add the required account assignment information into the line. 6. Click the check button. 7. If you do not receive any hard stop errors, click the Order button. A message that the Purchase Order (PO) is ordered successfully should display. <p>Helpful Hints:</p> <ul style="list-style-type: none"> • Refresh the window until your PO is in an "Ordered" status. • When entering your Account Assignment, do not paste the Account Assignment from your clipboard. This brings over the values that were previously copied and will most often not be the correct value.
<p> Back-End Error: Unknown account assignment not defined for use here</p>	<p>Problem: This error message occurs when a user attempts to insert Account Assignment data to a Shopping Cart that was created from an Inventory Purchase Requisition. An unknown Account Assignment was used in the Shopping Cart.</p> <p>Solution: For Inventory Purchase Orders (ZINV)</p>






Purchase Orders




SRM Guide to Hard Stop and Common Errors




Error or Issue	Resolution
	<p>created before November 8, 2013, with Error in Process, delete the Account Assignment line and Order the PO. For inventory Purchase Orders created after November 8, 2013, the Inventory Purchase Requisition derives the Account Assignment data information from the Plant to which the Material Master is extended. The Account Assignment data comes from the Purchase Requisition; therefore you do not need to insert the Account Assignment data into the Account Assignment data fields of the Shopping Cart. This problem and solution only applies to Inventory PREQ to SC to ZINV.</p>
<p> Asset on Line Item, cannot delete</p>	<p>Problem: Prior to deleting a Purchase Order (PO) with an Asset assigned to the PO, research to determine if the PO Line Item should be deleted. If an Asset's Account Assignment data was used to create a PO, the Asset will need to be deleted by the agency prior to deleting the PO.</p> <p>Solution: Before deleting the PO, ensure that it meets the following strict and specific Line Item criteria:</p> <ol style="list-style-type: none"> 1. The PO cannot contain any Back-End Document Number in SRM, which includes Confirmations (Goods Receipts), Invoice Receipts, etc. 2. If an Asset Shell was used to create a PO, the Asset Shell's Account Assignment Data must be deleted from the PO <i>prior to</i> deleting the PO at the Line Item level. Have a substitute account assignment (Cost Center, Fund Center, Functional Area, Fund, GL Account/Commitment Item) available to replace the Asset Shell. This will change the Asset Account Assignment Category from "Asset" to "Cost Center" Category. <p>Next, click here and follow the steps in the guide to delete the PO.</p>



Purchase Orders SRM Guide to Hard Stop and Common Errors

Error or Issue	Resolution
<p> Back-End Error: Account assignment item cannot be deleted (GR/invoice exist)</p>	<p>Problem: The Line Item already has a follow-on document in SRM and ECC. SRM cannot accept this change to the Line Item.</p> <p>Solution: If an Invoice Receipt has processed and now the agency desires to change the G/L, then a Journal Entry to change the Account Assignment data must be performed by FI/FM personnel. Do not save the Account Assignment data change you are attempting to key-in to the Line Item. If you have saved the data in SRM, then display the identical Line Item in ECC and re-key the Account Assignment data that is in ECC into SRM.</p>
<p> Back-End Error: Use a material with order unit AU</p>	<p>Problem: Purchase Order (PO) will not allow multiple Units of Measure (UOM), nor will it allow a Line Item that was created in the Shopping Cart with EA to be changed to another UOM.</p> <p>Solution: The PO must use the identical UOM as the Shopping Cart (SC). If the UOM is wrong, then delete the PO Line Item. When the SC Line Item reappears in Perform Sourcing, "Reject" the SC and have the SC Creator create a replacement SC.</p>
<p> Back-End Error: Account assignment cannot be changed after goods or invoice receipt</p>	<p>Problem: The Line Item already has a follow-on document in SRM and ECC. SRM cannot accept this change to the Line Item.</p> <p>Solution: If an Invoice Receipt has processed and now the agency desires to change the G/L, then a Journal Entry to change the Account Assignment data must be performed by FI/FM personnel. Do not save the Account Assignment data change you are attempting to key-in to the Line Item. If you have saved the data in SRM, then display the identical Line Item in ECC and re-key the Account Assignment data that is in ECC into SRM.</p>



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<p> Back-End Error: Budget validity for grant XXXXXX in date XX/XX/XXXX is not valid</p>	<p>Problem: Grants have a budget, and the budget for the Grant and the date is not valid.</p> <p>Solution: Check the Grant and Grant date you are attempting to use. Contact the agency Grant Administrator.</p>
<p> Back-End Error: Grant XXXXXXXXXX is not valid on XX/XX/XXXX. Grant is valid from XX/XX/XXXX to XX/XX/XXXX.</p>	<p>Problem: The Grant's Validity Date has expired.</p> <p>Solution: Check the Grant and Grant date you are attempting to use. The Purchase Order Line Item should have been reduced on the date or before the date that the Grant expired. Contact the agency Grant Administrator to coordinate editing the Grant.</p>
<p> LINE ITEM 0000x LOCKED</p>	<p>Problem: While the lock is activated in SRM, the Buyer can still make changes to the Purchase Order Line Item in SRM. However, those changes will not be replicated to ECC until the lock is removed.</p> <p>Solution:</p> <ol style="list-style-type: none"> 1. Go to the PO. 2. Select the Items Tab. 3. Click on the Details button on the General Tab. 4. Check to see if the Lock Line Item indicator is checked. Uncheck to allow the changes to update in ECC, then re-check after required ECC transactions are completed as required. <p>Example: A Buyer might be required to reduce the Quantity or Net Price for a Line Item on a Purchase Order (PO). The Buyer can make these changes and add Internal Notes or Vendor Notes that support or provide the reasons for the changes (such as a communication from Accounts Payable or the Vendor). The Buyer can next uncheck Lock Line Item to allow the changes to update ECC, and then re-check Lock Line Item after any required ECC transactions are completed as required.</p>

Error or Issue	Resolution
 Item(s) marked No Further Confirmation or Invoice	<p>Problem: The "No" radio button is the default for both No Further Confirmation and No Further Invoice. This means that this specific process is not active.</p> <p>Solution: To activate either No Further Confirmation or No Further Invoice, click the "Yes" radio button. A yellow message will appear to indicate that the PO has an item or items that have been marked No Further Confirmation or No Further Invoice. To change your selection, do the following:</p> <ol style="list-style-type: none"> 1. Display your document. 2. Click on the items tab and highlight the Line Item. 3. Click the Line Item Detail button then the Related Documents tab.
 Initialization of SAP GUI for HTML failed:{object Error}	<p>Problem: This error occurs when a Buyer in SRM is attempting to use the SRM ME23N tab or the ME2N Tab. The browser property "Enable native XMLHTTP support" needs to be enabled.</p> <p>Solution: To enable this browser property, complete the following steps:</p> <ol style="list-style-type: none"> 1. In Internet Explorer 11, Select Tools → Internet Options 2. Open the Advanced tab. 3. Select the checkbox next to Enable native XMLHTTP support.
 Budget not to be exceeded LVA XXXX	<p>Problem: The User is attempting to key-in a dollar value for the Low Value Asset (LVA) that exceeds the Asset Class. LVAs have a maximum dollar value of \$4,999.99. This error can be generated in SRM due to a change in the Purchase Order (PO). The error may also occur in ECC due to an invoiced processed by Finance (FI) where the invoice is valid and FI is requesting a PO change.</p> <p>Solution: Either the dollar value was keyed in incorrectly, the LVA Asset Class was wrong when the LVA was originally created, or the invoice amount</p>



Purchase Orders



SRM Guide to Hard Stop and Common Errors

Error or Issue	Resolution
	exceeds the LVA Class. Contact the agency Asset Custodian.
<p> Back-End Error: If only one account assignment item, choose "Single Account Assignment"</p>	<p>Problem: If a Purchase Order (PO) is created with single Account Assignment data and the PO has PO History such as a Goods Receipt or an Invoice Receipt (even if they were subsequently cancelled), the system will prevent the user from changing the Account Assignment from a single to multiple or from multiple to single.</p> <p>Solution:</p> <ol style="list-style-type: none"> 1. Delete the version of the Saved PO. If it is decided that the PO Line Item needs to have "multiple" funding, then reduce the PO Line Item by what has been paid. This will unencumber funds. 2. Create a new Line Item with "multiple" Account Assignment data.
<p> Back-End Error: PO history already exist (Multiple account assignments not possible)</p>	<p>Problem: If a Purchase Order (PO) is created with single Account Assignment data and the PO has PO History such as a Goods Receipt or an Invoice Receipt (even if they were subsequently canceled), the system will prevent the user from changing the Account Assignment from single to multiple or multiple to single.</p> <p>Solution/Options:</p> <ol style="list-style-type: none"> 1. Delete the version of the Saved PO. If it is decided that the PO Line Item needs to have "multiple" funding, then reduce the PO Line Item by what has been paid. This will unencumber funds. 2. Create a new Line Item with "multiple" Account Assignment data.



Purchase Orders





SRM Guide to Hard Stop and Common Errors

Error or Issue	Resolution
<p> Line x: Quantity decimals XXX.XXX does not match unit of measure XX customizing</p>	<p>Problem: Unit of Measure (UOM) is not expressed with three (3) decimals. Decimal places are now validating on the Quantity field.</p> <p>Solution: Process the correct decimal place. If a UOM decimal change is required, please submit a Request for Change to the SCEIS Help Desk. The request should ask SCEIS to change configuration for the UOM.</p>
<p> For Blanket transaction enter total value of line item in PO QUANTITY and 1.00 in Gross Price field</p>	<p>Problem: The value in the Quantity / Unit field and the value in the Gross Price / Per field needs to be set correctly.</p> <p>Solution:</p> <ol style="list-style-type: none"> 1. Quantity / Unit Field: Go to the Items tab's Detail for the Blanket Purchase Order (PO) and change the value in the Quantity / Unit field to the maximum, total dollar value to be spent against the Blanket PO. In general, the Total Value of the Blanket PO can be found on the Header tab, in the Total Value (Gross) field. This total is the system's calculated total of the Line Item price, taxes, freight, and amounts such as discounts and trade-ins. However, the Shopping Cart Creator can also provide this maximum, total dollar value in the Internal Notes field. For instance, the Shopping Cart Creator might say something like this: "The Requestor can spend up-to but no more than \$5000 against this PO." In that case, \$5000 must be entered in the Quantity field. 2. Gross Price / Per Field: Go to the Items tab's Details for the Purchase Order (PO) and enter 1.00 in the Gross Price / Per field. <i>Note: If PO is linked to a contract and the Contract Line Item is not a Product Category Line Item, you will not be able to do the above. The PO will need to be deleted and recreated as a State Standard (ZSTD). ZSTD PO's require a Normal Category Line Item with specific quantities and prices. Click here for more details.</i>



Purchase Orders






SRM Guide to Hard Stop and Common Errors




Error or Issue	Resolution
<p> Contract expired; document date XX/XX/XXXX outside contract validity XX/XX/XXXX - XX/XX/XXXX</p>	<p>Problem: The Purchase Order (PO) that the user is trying to edit was created with a document date that is before the contract’s start date.</p> <p>Solution: You cannot create a PO linked to a contract before the contract starts.</p>
<p> Line X: Error in account assignment for item x</p>	<p>Problem: The user is keying in inaccurate Account Assignment data.</p> <p>Solution: Verify that the Account Assignment was keyed correctly (you may have been instructed to key-in xyz). If it was, check with the Finance team to verify that the Account Assignment that you are attempting to key-in is actually assigned to the correct Finance data.</p>
<p> Supplier is not permitted</p>	<p>Problem: The CG’s Office has blocked the Vendor.</p> <p>Solution:</p> <ol style="list-style-type: none"> 1. Contact Ginger Taylor at 734-2555 so that the CG’s Office can remove the blocked Vendor status. 2. After the CG's Office un-blocks the Vendor, the PO can be edited. Select "Check" and resolve any other hard-stops. 3. After the PO has been edited and placed in an Ordered status, the CG's Office will re-block the Vendor.
<p> Non-PCA Blanket POs require split by Quantity in Cost Distribution Line item number</p>	<p>Problem: Cost Distribution should be set to “By Quantity.”</p> <p>Solution: In the Items tab, go to Line Item Details and click the Account Assignment tab. Open the drop down menu beside Cost Distribution and select “By Quantity” <i>only if</i> your agency is a non-Program Cost Allocation (PCA) agency. If the users do not know if their agency</p>



Purchase Orders

SRM Guide to Hard Stop and Common Errors





Error or Issue	Resolution
	is a PCA agency, then the user must coordinate with their FI Lead.
<p> Back-End Error: Posting date/period XX/XX/XXX is earlier than existing date/period XX/XX/XXXX</p>	<p>Problem: The system will not allow an invoice posting on a date earlier than the FM Posting Date.</p> <p>Solution: Please contact the SCEIS Help Desk.</p>
<p> FM posting date in wrong year or PO has not been carried forward</p>	<p>Problem: Purchase Order (PO) is in a Saved Status with this hard stop. The PO's FM Posting Date is in the wrong year.</p> <p>Solution: Place the PO in Edit Mode, then go to Header Tab and change the FM Posting Date to today's date. Then Order the PO, and Refresh the page until the status of the PO is Ordered. Do not key-in an FM Posting Date that is later than the current calendar date.</p>
<p> Supplier does not exist</p>	<p>Problem: The Vendor Number is incorrect. Vendor Numbers are ten (10) digits in length.</p> <p>Solution: First ensure the Vendor Number is entered correctly. If it is correct, search for all SCEIS registered Vendors here.</p>
<p> Line X: Function area XXXX is not defined</p>	<p>Problem: The PO is in a Saved status. The system is informing you that the Functional Area you have keyed-in is not defined. For example, an agency may use their Business Area, L040, plus an underscore and four additional digits. A typical functional area is nine characters, with the first four characters always being the business area, and the fifth character being either an "X" or an underscore "_". In some cases, the functional area can be up to sixteen characters.</p> <p>Solution: First, check that your Functional Area was</p>
<p> Line X: Error in account assignment for item X</p>	

Error or Issue	Resolution
	<p>keyed in correctly. If it was keyed correctly, complete the following steps:</p> <ol style="list-style-type: none"> 1. Compare the Functional Area in SRM with the Functional Area in ECC, and you will see that the Account Assignment's Functional Area was changed on another version at a previous date. This removed the required data. 2. Delete the current version of the Purchase Order (PO) in SRM and restore the Functional Area as it was. Then re-order the PO.
<p> Back-End Error: With non-valuated GR please also enter GR indicator</p>	<p>Problem: This error was caused by trying to remove the GR Indicator in SRM after a Goods Receipt had been processed on the Line Item.</p> <p>Solution:</p> <ol style="list-style-type: none"> 1. Go to the "Related Documents" tab in SRM. 2. Place the Purchase Order in Edit mode and select the checkbox for the Goods Receipt / Confirmation of Performance of Service. 3. Select "Check" so the system will validate all of the software, applications, and programs. Then the error will disappear because the root problem has been resolved. 4. Now select Order, then refresh the page until the status of the Purchase Order is Ordered.
<p> Back-End Error: Purchase order still contains faulty items</p>	
<p> Line X: Associated contract item deactivated</p>	<p>Problem: The Buyer tries to execute the Purchase Order (PO), and they receive this error. The Contract Owner inactivated the item and replaced it with another new item.</p> <p>Solution:</p> <ol style="list-style-type: none"> 1. The Buyer should go to the PO and determine the contract and item number that is causing the error. 2. Next, go to the contract and verify that the item being used was marked Inactive, and determine which item was added to replace the old item. If needed, call the contract owner to determine which item was added.



Purchase Orders






SRM Guide to Hard Stop and Common Errors

Error or Issue	Resolution
	<p>3. Once the item is determined, the Buyer can replace the Inactive item with the new item on the PO.</p> <p><i>Note: The Contract Owner can also change the Contract Line Item to Inactive when the contract has PO Release Documents. If you are trying to Reduce the PO or pay an invoice and you receive this error, you should contact the Contract Owner to temporarily remove the Inactive status so that you can edit the PO. After the PO is in an Ordered status, then the Contract Owner can edit the contract status back to Inactive.</i></p>
<p> Partner XXXXXX not found with partner function type Goods Recipient</p>	<p>Problem: The requestor of the Shopping Cart (SC) is no longer assigned to the agency. Therefore, in the Purchase Order's (PO) "Partner" section, the SRM Requestor and the Business Partner Number data was removed from the PO. The removal of the data generates this error message.</p> <p>Solution: Org Structure's PPOSA_BBP data will need to be modified to indicate the previous Requestor as Deleted instead of removed/missing data. Then, the error messages will be resolved and the PO will be editable in SRM.</p>
<p> Partner XXXXXX not found with partner function type Request</p>	
<p> No address found for partner type XXX</p>	
<p> Line X: The sum of distributed values must equal XXX.XX</p>	<p>Problem: The PO's General Data tab's values (Quantity x Gross Price) do not equal the Cost Distribution values in the Account Assignment tab. For example, if the Quantity (QTY) of 2 at the Gross Price of \$350.00 equals a total value of \$700.00, but the Account Assignment tab's Cost Distribution data reflects a value less than or greater than \$700.00, you will receive the error message.</p> <p>Solution: Using the above example, if the General Data tab is correct, and 2 (QTY) x \$350.00 (Gross Price) = \$700.00, then the Cost Distribution data, in the Account Assignment tab, must be changed to equal a total of \$700.00. The QTY sum must equal the Cost Distribution sum.</p>



Purchase Orders




SRM Guide to Hard Stop and Common Errors



Error or Issue	Resolution
<p> Corresponding contract XXXXXXXXXXXX is completed</p>	<p>Problem: The Purchase Order (PO) is being edited after the associated contract has been completed. If you click on the PO's General Data tab, select "Show Contract," and view the "Valid From/TO" data, you will see that the contract's date has expired.</p> <p>Solution: Call the Contract Owner, discuss the situation, and ask to have the contract extended so that you may edit the PO.</p>
<p> Corresponding contract XXXXXXXXXXXX item does not exist</p>	
<p> Error in external tax system</p>	<p>Problem: The Ship To address on the Purchase Order (PO) is incorrect.</p> <p>Solution: Search for and select the correct address. If the address is not in the database, then the agency Data Owner must create a ticket to have the new address loaded in SCEIS. After the new address is created, select the new address and the error message will disappear.</p>
<p> Not possible to calculate tax</p>	<p>Problem: The Ship To address on the Purchase Order (PO) is incorrect.</p> <p>Solution: Search for and select the correct address. If the address is not in the database, then the agency Data Owner must create a ticket to have the new address loaded in SCEIS. After the new address is created, select the new address and the error message will disappear.</p>
<p> Doc Tol. Check. Shopping Cart linked to further PO items</p>	<p>Problem: You cannot procure more than the Shopping Cart (SC) authorization. For example: A SC was approved for \$5,000. The Buyer is attempting to procure \$5,500.</p> <p>In another example, an entirely different Purchase Order (PO) was created using/linking the SC from the previous example to the replacement PO. The system recognizes the SC is linked to multiple POs, which is</p>



Purchase Orders

SRM Guide to Hard Stop and Common Errors


Error or Issue	Resolution
	<p>not a problem, but the replacement PO's quantity or value is greater than the value of the approved SC.</p> <p>Solution: Delete the replacement PO. The replacement PO was never replicated to ECC. Then make any required edits/changes to the original PO. If another SC is required, follow normal SCEIS processes for the creation of a SC.</p>
<p> Line X: The order quantity cannot be less than the quantity already confirmed</p>	<p>Problem: User attempted to change a Purchase Order (PO) by keying-in a quantity (a dollar value / quantity for Transaction Type of Blanket PO) which was less than the quantity already received.</p> <p>Solution: Do not key-in a quantity less than the quantity already received. Cancel the GR and re-key for the correct qty.</p>
<p> Back-End Error: No direct postings can be made to G/L acct. XXXXXXX in CoCode SC01</p>	<p>Problem: This error occurs if the other Line Items were created as Cost Centers and appear to be components of the Asset, yet were not coded as an Asset.</p> <p>Solution: The Account Assignment Category must be changed to "Asset" and there must be an Asset Number (Asset Shell) created.</p>
<p> Category XXXXX deviates from category XXXXX in corresponding contract item</p>	<p>Problem: Product Category was changed on a contract that had a Follow-on Document. For example, instead of changing the Product Category from 20420 to 97100, contract Line Item #1 should have its Status changed from "Active" to "Inactive." However, prior to this action, the agency should have investigated to see if there were any Follow-on Documents previously created with the Product Category of 20420. These previous Purchase Orders (PO) should have been "reduced" if there was any PO History on any specific Line Item. Then a second contract Line Item should have created with the revised Product Category of 97100.</p> <p>Solution: Submit a ticket to the SCEIS Help Desk.</p>



Error or Issue	Resolution
 The Assert condition was violated	<p>Problem: This error occurs when you attempt to attach a document to the Purchase Order.</p> <p>Solution: The system is trying to access the necessary tables. Please wait a few moments. The message will disappear and the document will be attached.</p>
<p>Green Message: Output could not be created. Inform system administration.</p>	<p>Problem: A user cannot print a Purchase Order (PO) that is in ordered status. You will also receive the Adobe Reader message: "Adobe Reader could not open 'Purchaseorder.pdf.'" because it is either not a supported file type or because the file has been damaged (for example, it was sent as an email attachment and wasn't correctly decoded).</p> <p>Solution: The Adobe Reader on your workstation did not gather all of the required data to print the form because of Ex: Ship-To addresses. Verify that the address is valid. If the address is not available, contact your data owner to submit a ticket to the SCEIS Help Desk.</p>
<p>Printed PO form "Date Issued" and "Validity From: XX/XX/XXXX To: XX/XX/XXXX Decimals for Quantity and Amount incorrect</p>	<p>Problem: The printed Purchase Order (PO) does not reflect the correct date and decimal format.</p> <p>Solution: Submit a ticket to the SCEIS Help Desk so that the Security Team can update the following: User Account, Date format MM/DD/YYYY and Decimal Notation 1,234,567.89.</p>
 Cannot determine valid serial number 2017	<p>Problem: This is a Warning Message. This Warning Message does not stop the Purchase Order (PO) from being ordered.</p> <p>Solution: Please give the system a few more minutes to refresh the PO's data. Click the refresh icon. The PO will go to an Ordered status after a few minutes.</p>



Purchase Orders

SRM Guide to Hard Stop and Common Errors




Error or Issue	Resolution
<p>PO status is Ordered. However, the PO will not print. Notice that the "Edit" button is missing.</p>	<p>Problem: The EDIT button was missing. The Purchase Order (PO) cannot be printed and the PO cannot be edited until the Edit button is restored.</p> <p>Solution: Submit a ticket to the SCEIS Help Desk so that the Materials Management team can restore the EDIT Button.</p>
<p> Back-End Error: Cannot post to year 20XX which is before current year 20XX of doc. Item 46XXXXXXXX/0000X</p>	<p>Problem 1: This error occurs when Line Items are edited an attempt is made to process an invoice on a Purchase Order (PO) that has an FM Posting Date in the past. The user has edited a PO Line Item that was carried forward.</p> <p>Solution 1: Edit the PO's Header data in the FM Posting Date field and change the FM Posting Date to today's date.</p> <p>Problem 2: Users are editing a PO Line Item that was carried forward. Users changed the NFC/NFI radio buttons on Line Items not carried forward. This caused the system to run/proceed through validations. Since the PO (and new changes to the PO) were not on the Carry Forward Table, the system reacted with Back-End Error Overall budget exceeded by thousands of dollars per Line Item. This validation is correct dependent upon the changes keyed-in to the PO. Because of this validation, each budget and each Grant would have to be opened and funds restored to that Grant and Budget. This may be impracticable if numerous Line Items were changed, which will cause numerous Grant and Budget errors. Most of the time the user has saved these changes.</p> <p>Solution 2: If only a few Line Items were changed, submit a ticket to the SCEIS Help Desk for the Finance team to re-open numerous Grants and then load the Budget. If more Line Items were changed and it is impractical to do the above, put the PO in a saved status with all of the errors and submit a ticket to the SCEIS Help Desk.</p>



Error or Issue	Resolution
<p> Must enter a Supplier Partner of type vendor</p>	<p>Problem: The Purchase Order (PO) was created without a Vendor Number. The system will place the PO in a Saved status because the PO requires a Vendor Number.</p> <p>Solution:</p> <ol style="list-style-type: none"> 1. Go to the Header tab, then go Partner to see that there is no Vendor row. 2. Place the PO in Edit mode, then the Vendor row will appear. 3. Key-in the Vendor Number and select Check; then the hard-stop will disappear. 4. Select Order and then select refresh the page until the status of the PO is ordered. <p><i>Note: Most Shopping Carts (SC) come with a Vendor Number in the SC. Sometimes the SCs do not have a vendor.</i></p>
<p> Goods Receipt (GR) / Invoice Receipt (IR) Reversed after Payment</p>	<p>Problem: The user is unable to change the Account Assignment when there is a Goods Receipt (GR) and Invoice Receipt (IR).</p> <p>Solution: To resolve the issue of not being able to change the Account Assignment when there is a GR and IR, the system now allows for the GR and IR to be reversed, with the IR being reversed first. Then the Account Assignment can be changed (G/L and fund code are the most common changes). Next, the revised Account Assignment data can be entered, and the GR and IR can be re-entered.</p> <p>The exception is if the Purchase Order has an IR with a Clearing Document. In this case, the agency Finance team will need to process a Journal Entry. The Purchase Order should not be updated after a Clearing Document has posted.</p>





Purchase Orders

SRM Guide to Hard Stop and Common Errors

Error or Issue	Resolution
<p> Error in currency from &USD& to in transfer of SC &200XXXXXXX</p>	<p>Problem: This error occurs when a user attempts to create a Purchase Order (PO) in Step 4 (the Summary Screen) of Perform Sourcing. The Shopping Cart (SC) was linked to Vendor A. The Buyer changed from Vendor A to Vendor B. However, Vendor B was only created in the system as an Invoicing Party (PI).</p> <p>Solution: Contact the SCEIS Help Desk, because the Vendor was replicated to SRM as just an Invoicing Party. SCEIS will need to delete the partial vendor out of SRM. If you have to do this in the future, make sure there are no related documents in SRM.</p>
<p> Enter a Product Type</p>	<p>Problem: This error is generated by the SCEIS system and may occur when a user is trying to edit the Purchase Order (PO). The PO can no longer be used.</p> <p>Solution: Contact the SCEIS Help Desk so that the SCEIS team can unencumber funds on PO. After the PO Line Item is unencumbered, the user will need to create a new Shopping Cart/PO.</p>
<p> Line X Select a location that is assigned to the plant chosen</p>	<p>Problem: This error occurs when a user Adds a Line Item instead of Duplicating a Line Item and omits the Location associated with the Plant in the Partner section of the new Line Item.</p> <p>Solution:</p> <ol style="list-style-type: none"> 1. Go to the Partner section of the Line Item 2. Place the PO in Edit mode 3. Select Location and key-in the correct Location data elements.



Error or Issue	Resolution
<p> Back-End Error: Sum of quantities >XX.xx< larger than total quantity</p>	<p>Problem: This error occurs when a user changes or omits a Line Item's Account Assignment data.</p> <p>Solution: Compare SRM's data to ECC's data. For example, the G/L was removed, which created the hard-stop and the "Cost Distribution" was changed from Percentage to Quantity. In this example, add the G/L back into the Account Assignment and change the Cost Distribution back to Percentage.</p>
<p>PO "Create Draft" drop down list is not visible</p>	<p>Problem: When a User is trying to source the Shopping Cart and goes to Create Draft in the dropdown (RFx, Purchase Order, etc...) are not visible. This means the user does not have Purchasing Group authorization.</p> <p>Solution: Look at the PGrp on the Shopping Cart to make sure they are authorized to source from that PGrp. If not, then the data owner will need to request authorization for that PGrp. If so, then the data owner should send a ticket to the SCEIS Help Desk to make sure they have all the correct Roles needed.</p>
<p> Back-End Error: Change to distribution indicator from/to 3 (amount based) not allowed</p>	<p>Problem: The Account Assignment's Cost Distribution in SRM was changed from "by quantity" to "by amount." This cannot be done after there is Purchase Order History data.</p> <p>Solution: Delete the current version or re-key the Account Assignment's Cost Distribution from "by amount" back to "by quantity."</p> <p><i>Note: If you change the quantity, you will also have to change the Account Assignment lines of Cost Distribution. If the total Cost Distribution values do not equal the quantity, you will receive the following hard-stop: "The sum of the distributed quantities must equal X,XXX.XX." For example, if the quantity is 1,000, then the multiple lines of Cost Distribution must add up to 1,000.</i></p>




Error or Issue	Resolution
<p>Note to Supplier or Internal Note text boxes are not visible in SRM.</p>	<p>Problem: User hid the text box for Notes to Supplier or the Internal Note in the Purchase Order or Shopping Cart's Overview tab in SRM.</p> <p>Solution:</p> <ol style="list-style-type: none"> 1. Right click to the right of the screen in any blue/grey part of the Display Purchase Order screen. 2. Select "User Settings." 3. Select "More." 4. Select "Reset User Settings for Running Application." The text boxes will re-appear.
<p> Inadmissible movement type - Acceptance at vendor set for PO item</p>	<p>Problem: This hard-stop occurs when a user is editing a Purchase Order (PO) or processing a Goods Receipt (GR). This message is generated when the "Acceptance at Origin" check mark is activated on the PO's General Data tab. Acceptance at Origin is a Hard-Stop can occur in PO and GR. The Acceptance at Origin originates from the Bidder's Response, then it gets replicated to the contract, then it replicates to the PO, then it replicates to the GR.</p> <p>Solution: This error only occurs on POs prior to September 2014. The User should first look at the PO creation date. If it is prior to September 2014, then submit a ticket to the SCEIS Help Desk. The Materials Management team will remove "Acceptance at Origin" and the user can continue with their work.</p>
<p> Asset online item, cannot delete and System status INCOM is active (Purchase Order 46XXXXXXXX) and Order cannot be carried out</p>	<p>Problem: The system is informing the User that at least one Account Assignment Line Item contains an Asset when it should be Cost Center. This error occurs when a user changes the SRM Account Assignment Data from an Asset to Cost Center. Once the Account Assignment Data has been changed to Cost Center, the user attempts to delete the Line Item. This process is correct. However, after the Line Item is selected for deletion, the red X appears on the Line Item, and the User selects Order, the User receives this hard stop.</p>



Purchase Orders

SRM Guide to Hard Stop and Common Errors




Error or Issue	Resolution
	<p>Solution: Review all Account Assignment Line Items until you find the one with the category of Asset and change it to Cost Center. After changing all Asset to Cost Center Accounting and ordering the PO, the PO Line Item can be deleted.</p> <p>To verify the Asset is not linked to a PO, go to ECC > AS03 > key-in the Asset Number > Environment > Select Asset values > look under the "Objects related to asset" > look for a PO Number. If the Asset has been deleted correctly, there will not be a PO Number.</p>
<p> Back-End Error: No direct postings can be made to G/L Account 180XXXXXXXXX</p>	<p>Problem: This hard-stop occurs because the Account Assignment is using a GL that can only be used for Assets, but the Account Assignment Category is Cost Center.</p> <p>Solution: Determine which Account Assignment Category is correct. Are you procuring an Asset? Or are you procuring a Cost Center commodity that can have direct financial postings to the GL? You cannot key-in an Asset-related GL in combination with a Cost Center. You may need to consult with your agency's Finance staff.</p>
<p> Line x: Contract item 4400012398/4 may not be changed because follow-on documents exist</p>	<p>Problem: This hard stop occurs when a user attempts to duplicate a Line Item for a contract, and that Line Item on the contract 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>

Error or Issue	Resolution
<p> No data found for employee 0000013558 inform system administrator</p>	<p>Problem: This message is due to the user relationship to two org units where one of the Org Units no longer existed in the SRM Organizational Structure. While editing the Purchase Order (PO), or while processing a GR, the user encounters the hard-stop.</p> <p>Solution: Submit a ticket to the SCEIS Help Desk. The SCEIS Materials Management team will update Org Structure, then you can attempt the process again.</p>
<p> Line x: Location xXxxxXXXX does not exist in corresponding contract 44000XXXXX</p>	<p>Problem: This hard stop may occur under either of the below conditions:</p> <ol style="list-style-type: none"> a. The Buyer is editing a Purchase Order, and the SRM Location the Buyer is using doesn't exist. b. The contract has expired. <p>Solution:</p> <ol style="list-style-type: none"> a. Check the Location number, located on the SRM Overview tab, and the Line Item's Partner tab, at the bottom of the screen. b. Verify that the contract has valid "from" and "to" dates in the Contract Overview tab.
<p> Back-End Error Indicator for GR used not allowed</p>	<p>Problem: The user is attempting to process a Goods Receipt, however, the Purchase Order (PO) Line Item was created with the "Related Documents" tab's "Goods Receipt/Confirmation of Performance of Service" checkbox unchecked, indicating that a Goods Receipt is not required.</p> <p>Solution: Because there is a PO History with an Invoice Receipt but without a Goods Receipt, a Goods Receipt cannot be processed on this specific Line Item.</p>



Purchase Orders



SRM Guide to Hard Stop and Common Errors



Error or Issue	Resolution
<p> Back-End Error: Sum of quantities >99.00 < smaller total quantity</p>	<p>Problem: ECC cannot support a Purchase Order (PO) with more than 99 lines of accounting data. The PO contains more than 99 lines of Account Assignment data. This error applies to Asset Account Assignment Category and to Cost Center Account Assignment Category.</p> <p>Solution: This PO has not been replicated to ECC and will not be replicated until the Account Assignment's Details are reduced to at least 99 lines of Account Assignment. If more than 99 lines items are needed, the user must create a second PO line item for the remaining quantity.</p>
<p> Back-End Error: Document item 46XXXXXXXX/000X has not yet been carried forward to the current year.</p>	<p>Problem: The user edited a Line Item not carried-forward. The user not did look to see what fiscal year the Purchase Order (PO) Line Item was currently assigned to.</p> <p>Solution: Users must always determine what PO Line Items are carried-forward prior to editing a PO. In the future, use the following path to ensure the PO Line Item was carried-forward: ME23N > Environment > AC Commitments Documents > Funds Management > review the Document Journal and determine if the PO Line Item is in the current year.</p>
<p> Back-End Error" Period 000/Fiscal Year 20XX for payment budget not open for FM posting in value type 51</p>	<p>The SCEIS Development Team must delete the version of the PO because the PO's status is "Error in Process." After the SCEIS Development Team deletes the version and the PO is restored to an "Ordered" status, then the SCEIS MM Team will notify the agency that they can edit the document. Please ensure only the PO Line items in the current fiscal year are edited.</p>



Purchase Orders

SRM Guide to Hard Stop and Common Errors

Error or Issue	Resolution
<p> Back-End Error: Enter Plant</p>	<p>Problem: This error occurs when a user adds a line item to a PO using the Add Item function instead of the Duplicate function and omits the Location associated with the Plant in the Partner section of the new Line Item.</p> <p>Solution:</p> <ol style="list-style-type: none"> 1. Go to the Partner section of the line item using the Items tab 2. Place the PO in Edit mode 3. Select Location and enter the correct Location data elements for the Plant location.
<p> Ordered PO. Can only be deleted at the line item.</p>	<p>Problem: The user received this hard stop because they attempted to delete a PO at the Header that was previously in Ordered status.</p> <p>POs which have been in Ordered status should not be deleted at the Header, but rather at the line item and placed in Ordered status. Deletion at the Header prevents line items from routing back to sourcing. Errors, if any, must be cleared before the system will allow deletion of the line items.</p> <p>Solution: The user must clear all errors and delete at the line item level and place the PO in Ordered status. This ensures that the line items route back properly to sourcing for the necessary changes to be made.</p> <p>Example: PO document types and/or vendor numbers cannot be changed once a PO is created.</p> <p>The only solution is to delete the PO line item(s) in order to return them to sourcing where these changes will be made. The new PO will be created to reflect the new PO type and/or vendor number.</p>

Error or Issue	Resolution
<p> Updates available for document: run update report</p> <p> Not all dialog data has been accepted</p>	<p>Problem: If you have a Purchase Order 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. <p>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>