


























Error or Issue	Resolution
<p> Line 1: SC itm desc cannot eq Material Grp Ctrct itm desc.</p>	<p>Problem: The shopping cart user “punches out” of a contract and utilizes the contract line item description as the shopping cart line item description.</p> <p>Solution: The shopping cart user should change the shopping cart line item description to not match the contract line item description.</p>
<p> Line x: Enter the account assignment distribution details</p>	<p>Problem: When creating a shopping cart, you may get one or all of these hard stops. These errors mean you have not completed your entry of the account assignment data or that the data you entered is incorrect.</p> <p>Solution: Verify all the data with your agency’s finance department. As you enter the correct data, the hard stops will start to disappear. Click on the check or refresh button to verify.</p>
<p> Line x: Error in account assignment for item x</p>	
<p> Line x: The sum of the distributed quantities must equal 1.000 EA</p>	
<p> Line x: Enter account assignment for item x</p>	
<p>Item Status of “Cannot Be Ordered”</p>	
	<p>Problem: When the Shopping Cart Creator sees this item status, it means that the shopping cart has been rejected by the Buyer (Shopping Cart Creator will also receive an email notification of the rejection).</p> <p>Solution: The Shopping Cart Creator can view the name of the Buyer responsible for the Shopping Cart rejection in the Document Changes section of the shopping cart. **Note: The “Indicator-If the Document is Sourcing-Relevant” message with a New Value of “Y” indicates that the item IS NOT sourcing-relevant</p>

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	and that a new shopping cart will need to be created.**
<p> Line x: You are not authorized for Cost Center</p>	<p>Problem: The user is attempting to create a shopping cart and does not have authorization to the Cost Center.</p> <p>Solution: The user's Data Owner must submit a ticket for the Security Team to edit the user's role authorization to allow the user to shop using the appropriate Cost Center(s). Remind the Data Owner to submit Shopping Cart Value Limits, etc. for verification.</p>
<p> Line x: Invalid combination of grant xxxxxxxxxxxxxx</p>	<p>Problem: The information selected for Account Assignment is incorrect for this Shopping Cart.</p> <p>Solution: User will need to contact agency's Finance/Grants Department.</p>
<p> Line x: Error in account assignment for item 1</p>	
<p> Line x: UM TB cannot be converted to UM EA of the corresponding contract item</p>	<p>Solution/Problem: Vendor has set parameters that will not allow UM to be converted from UM TB to UM EA.</p> <p>Additional Solution/Problem: This issue has to be resolved by Punch-Out contract vendor. Unit of measure cannot be converted to corresponding contract item. User should select a vendor Punch-Out Catalog that is available for requested items that contain the correct Unit of Measure.</p>

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<p> Funds Management error: Annual budget exceeded by xxx.xx USD (FMPB Availability Control) for several document items from itemxxx.</p>	<p>Problem: There are not enough funds available in the cost center to complete this transaction, or available funds are close to being exhausted.</p> <p>Solution: User will need to contact the agency's Finance Department.</p>
<p> Funds Management error: Annual budget almost exhausted for several document items</p>	
<p>Approver cannot see the shopping cart in queue and has been able to in the past.</p>	<p>Problem: The Approver cannot see the shopping cart in their queue, but has been able to see it in the past.</p> <p>Solution: First, verify that this Shopping Cart (SC) was not rejected by an additional approver. If it was not, try the solution below:</p> <ol style="list-style-type: none"> 1. Log into SCEIS 2. Click on the Personalize link on top left. 3. Click on Reset Order of Tabs. 4. Refresh the page or go into another folder and back. 5. If the above steps do not solve the issue, contact the SCEIS Help Desk. <p>If the SC was rejected by an additional approver, refer to this online course for managing a rejected shopping cart.</p>
<p> Entry has too many decimal places (maximum 2)</p>	<p>Problem: The system has a maximum of 2 decimal places and the user has exceeded the maximum.</p> <p>Solution: Contact the vendor to verify correct pricing and update the shopping cart as necessary.</p>

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<p> Funds Management error: invalid account assignment of the availability control ledger 9H</p>	<p>Problem: This message could indicate several issues, but the issue is always Finance-related.</p> <p>Solution: Please contact your agency's Finance Department.</p>
<p> Spending Limit has been exceeded</p>	<p>Problem: Shopping Cart Creator's output limit (spending limit) has been exceeded.</p> <p>Solution: This will need to be updated in Org. Structure with Data Owner approval.</p>
<p> Error in external tax system</p>	<p>Problem: Delivery Address is incorrect.</p> <p>Solution: Search for correct address using the match code in Delivery Address Location, C/O field. If you are unable to find the address, contact your data owner.</p>
<p> Not possible to calculate tax</p>	
<p> No manager with sufficient approval limit found</p>	<p>Problem: The Shopping Cart Approver does not have an approval limit established in the SRM Org. Structure.</p> <p>Solution: Please contact your agency's data owner, who should contact the SCEIS Materials Management Org. Structure Lead for further assistance in resolving the issue.</p>
<p> Product xxxxxx or its view is deleted from plant xxxx or flagged for deletion</p>	<p>Problem: The Product (Material Master) is not extended to the Plant that the user is attempting to consume the product from. (Ex. 108716, TAPE SEALING CLEAR 2X60 YDS) is not extended to the Plant DC01; however you are trying to consume the product from DC01, and so you are getting the hard stop.</p> <p>Solution: Edit the shopping cart and select the correct Plant that the material is extended to.</p>

Error or Issue	Resolution
<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 Target Value/Currency has been spent.</p> <p>Solution: The Contract Owner needs to either increase the contract amount or re-bid the contract. There will also be a hard stop when the line item quantity or the line item Target Value is exceeded (effective 9/8/2017). This is something the Contract owner must fix; it should not be submitted as a Help Desk ticket.</p>
<p> Line x: Block on Source of Supply</p>	<p>Problem: The CG's Office has blocked the Vendor that has been entered in the "Preferred Supplier" or the "Assigned Supplier" field in the Shopping Cart.</p> <p><i>**A SCEIS Helpdesk ticket is not required to resolve this issue**</i></p> <p>Solution: SCEIS suggests that you contact your agency's Buyer for advisement as to how to proceed with resolving the issue.</p>
<p> Line x: Block reason: Total block</p>	
<p> Line x: Supplier is not permitted</p>	
<p> Line x: Contact CG's Office if any vendor questions</p>	
<p> Line x: For grant xxxxxxxx, program and class were not derived. Check rules.</p> <p> Line x: Error in account assignment for item 1</p>	<p>Problem: The associated Functional Area has not been mapped to a sponsored program; therefore, the error for grant xxxxxxxxxx, program and class were not derived, is valid.</p> <p>Solution: Please contact your agency's Grant Administrator for further assistance with resolving this issue.</p>