SAP Ariba

SAP Business Network for Supply Chain Presents:
Supplier Order Confirmation Common Error Analysis

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Public

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Agenda

Order Confirmation:

1. Why is "Create Order Confirmation" greyed out?
2. Why is "Confirm Entire Order" greyed out, and how to analyze the error message?
3. How is the order confirmation tolerance key considered?
4. What are some of the common error messages suppliers may receive while creating Order Confirmations?
5. Order Confirmation failing with "Cannot send new ConfirmationRequest for previously updated line Item"
6. Workbench 'Items to confirm' (I2C), part item search will show 20 items at a time.
7. Common Order confirmation Upload/Download errors

Why is "Create Order Confirmation" greyed out?

How can you identify why the button is greyed out?

If you place your cursor on "Create Order Confirmation" button it will show the message.
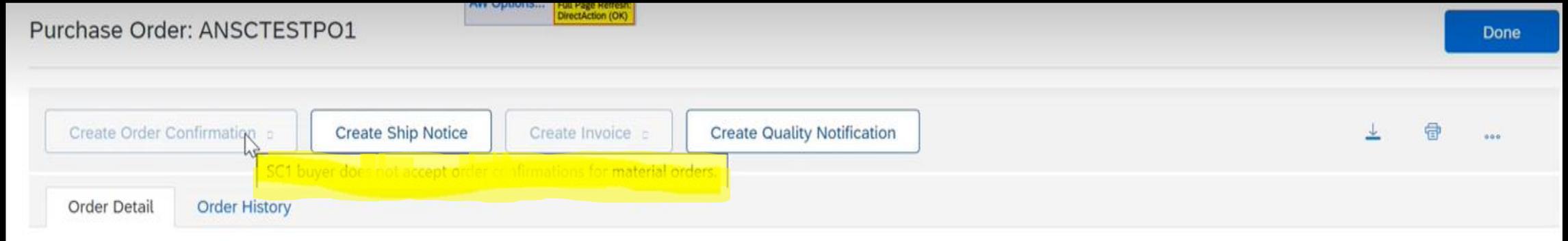
Reason: This is based on how your buyer has set up the transaction rule.

Error# 2 "Confirm Entire Order/Reject Entire Order" is greyed out

"Confirm Entire Order / Reject Entire Order" button is greyed out if any of the purchase order line items are not allowed for order confirmation.

"Confirm Entire Order/Reject Entire Order" is greyed out (Items to Confirm)

"Confirm Entire Order / Reject Entire Order" button is greyed out if any of the purchase order line items are not allowed for order confirmation.

How can you identify the reason "Confirm Entire Order / Reject Entire Order" is greyed out?

You can identify the affected order line item by following the below steps:

1. Go to "Items to confirm" tab and search the purchase order. Once you select all the lines and try submitting the order confirmation it will throw the below error.

2. Control key permissions can also be verified at the purchase order line item level.

30	1		SUP_MAT1	QI_MAT1	Material		2.000 (PCE)	10 Nov 2022	$1.00 USD	$2.00 USD

Description: Quality Inspection Material

Retail Details

Product EAN/UPC: 123456

Status

2.000 Unconfirmed

Control Keys

Order Confirmation: not allowed

Ship Notice: allowed

How does Order Confirmation tolerance get validated?

In general the Order confirmation tolerance gets validated based on two criteria

1. From tolerance maintained in confirmation control key in the Purchase order

2. From Buyer transaction rules

The tolerance maintained in the confirmation control keys in the purchase order will always take precedence over the buyer's transaction rules.

In case there are no confirmation control keys maintained in the PO, the tolerance will be validated against the values maintained in the buyer transaction rules.

Use case 1# Order Confirmation delivery date tolerance

```xml
<Upper>
    <Tolerances>
        <PriceTolerance>
            <Percentage percent="  0.00"></Percentage>
        </PriceTolerance>
        <TimeTolerance limit="9" type="days"></TimeTolerance>
    </Tolerances>
</Upper>
</OCInstruction>
<ASNInstruction value="allowed">
```

For example: Lets say your buyer has maintained a delivery date tolerance of 15 days in the transaction rule, but in Purchase Order the upper and lower tolerance for delivery date is 9 days, this will be used for validating the delivery date tolerance.

Use case 1# Order Confirmation delivery date tolerance

Line No.	Part No.	Customer Part No.	Qty	Unit	Need By	Ship By	Unit Price	Subtotal	Customer Location
10	SUP_MAT	QI_MAT	1.000	PCE	10 Nov 2022		$1.00 USD	$1.00 USD	3000

Description: Quality Inspection Material

New Order Status: **1 Confirmed**

Est. Shipping Date: 21 Nov 2022

Est. Delivery Date: 21 Nov 2022

! The delivery date you entered is outside the range allowed by the buyer. Enter a date between 1 Nov 2022 and 19 Nov 2022.

Hence the system throws the warning "The delivery date you entered is outside the range allowed by the buyer".

You can download the PO cXML by following the steps mentioned in the previous demo.

Use case 2# Order Confirmation Quantity tolerance

| 20 | SUP_MAT2 | QI_MAT2 | | 3.000 (PCE) | 10 Nov 2022 | $1.00 USD | $3.00 USD |

Description: Quality Inspection Material

▶ Schedule Lines

Current Order Status

⦿ 3.000 Unconfirmed

Confirm: [5]   Backorder: [   ]   [Details] ⓘ

! The quantity you entered is outside the range allowed by the buyer. Enter a quantity equal to or less than 3.30.

In this example the buyer has maintained an upper quantity tolerance percentage of 10, in the transaction rules, but there is no quantity tolerance maintained in the PO, so the buyer transaction rule takes precedence.

Error: Cannot send new ConfirmationRequest for previously updated line Item.

Whenever a supplier submits a new order confirmation the operation type in the order confirmation cXML will show as 'new'.

Note: You can download the OC cXML as shown in the previous demo.

Why do I see this Error: Cannot send new ConfirmationRequest for previously updated line Item.

Now if supplier wants to update the OC or make some changes to it, they should submit it with operation 'update' and not as operation 'new'.

```xml
</Header>
<Request deploymentMode="production">
    <ConfirmationRequest>
        <ConfirmationHeader noticeDate="2022-11-11T02:00:45-08:00"
                            type="detail"
                            operation="update">
```

(This error can normally occur for suppliers submitting the order confirmation from their integrated systems via EDI or cXML).

In these instances supplier should make sure to send the relevant values in their EDI or cXML document.

Part number search in the workbench

- Currently you can display up to 20 part numbers in the workbench drop down.

- Supplier can search with the part number or they can use the type ahead search functionality.

Error: Value null for Field Confirmation Quantity of type Numeric in row 8 has invalid formator:

If 'Confirmation quantity' is provided as 'null' in the OC upload file, it will fail with the below error.

Commitment Level	Current Status	Item Type	Item Supplier Part ID	Item Customer Part ID	Item Revision Level	Requested Quantity	Confirmation Quantity	Item Unit Of Measure
	Unconfirmed	accept	F11112	100-110		4	2	PC
	Unconfirmed	accept	F11112	100-110		4	0	PC
	Unconfirmed	accept	F11112	100-110		4	3	PC
	Unconfirmed	accept	F11112	100-110		4	null	PC
	Unconfirmed	accept	F11112	100-110		4	3	PC

Results						
Excel upload failed with the following errors						
Value null for Field Confirmation Quantity of type Numeric in row 8 has invalid format						
There were errors found in the uploaded excel file. Please fix and re-upload.						

Error: The field (Confirmation Quantity) is required in the line number (2)

If quantity is not provided in the OC upload file in 'Confirmation Quantity', it will fail with the below error.

Item Line number	Schedule Line Number	Commitment Level	Current Status	Item Type	Item Supplier Part ID	Item Customer Part ID	Item Revision Level	Requested Quantity	Confirmation Quantity	Item Unit Of Measure
10	1		Confirmed	accept		100-110			10	PC
20	1		Unconfirmed	accept		100-110			10	10 PC

Results				
Excel upload failed with the following errors				
The field (Confirmation Quantity) is required in the line number (2)				
There were errors found in the uploaded excel file. Please fix and re-upload.				

Mapping failure: Buyer requires schedule-line number for purchase order 550000085200010FOR line 10.

If 'Schedule Line Number' field value is blank in the OC upload file, it will fail with the below error

Item Line number	Schedule Line Number	Commitment Level	Current Status	Item Type	It I
10		Firm	Unconfirmed	accept	F:
10		Firm	Unconfirmed	accept	F:
10	1	Firm	Unconfirmed	accept	F:
10	2	Firm	Unconfirmed	accept	F:
10	4	Firm	Unconfirmed	accept	F:

Results						
Excel upload failed with the following errors						
Mapping failure: Buyer requires schedule-line number for purchase order 550000085200010FOR line 10.						
There were errors found in the uploaded excel file. Please fix and re-upload.						

Mapping generates invalid cXML: cXML Post failed with ResponseCode: 400 and Message: Error:The quantity for line item 20 falls outside the range (10.00 - 10.00) allowed by the buyer.

If the confirmed quantity is more than the order quantity or is not within the quantity tolerance maintained by the buyer, it will fail with this error.

Current Status	Item Type	Item Supplier Part ID	Item Customer Part ID	Item Revision Level	Requested Quantity	Confirmation Quantity
Confirmed	accept		100-110		10	10
Unconfirmed	accept		100-110		10	20

Results									
Excel upload failed with the following errors									
The Order 4500027784 has the following errors:									
Mapping generates invalid cXML: cXML Post failed with ResponseCode: 400 and Message: Error:The quantity for line item 20 falls outside the range (10.00 - 10.00) allowed by the buyer.									
Please contact support with the Error Reference Number: ANERR-500000000000000005386581341 for more details									
There were errors found in the uploaded excel file. Please fix and re-upload.									

Error:UnitOfMeasure for line 10 should be the same as in purchase order.

If 'Item Unit of Measure' in the OC upload file is different from the 'Unit of Measure' maintained in the purchase order, it will fail with the below error.

Item Customer Part ID	Item Revision Level	Requested Quantity	Confirmation Quantity	Item Unit Of Measure
QI_MAT		5	5	EA

Results											
Excel upload failed with the following errors											
The Order 0450000034 has the following errors:											
Mapping generates invalid cXML: cXML Post failed with ResponseCode: 400 and Message:											
Error:UnitOfMeasure for line 10 should be the same as in purchase order. Please contact support with the Error Reference Number: ANERR-50000000000000006086643760 for more details											
There were errors found in the uploaded excel file. Please fix and re-upload.											

OC Upload failures

Incase of OC upload failures :

- The OC upload will be in failed status

- You can review OC Upload/Download functionality demo to see how to download the error log file

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Thank you.

Contact information:

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