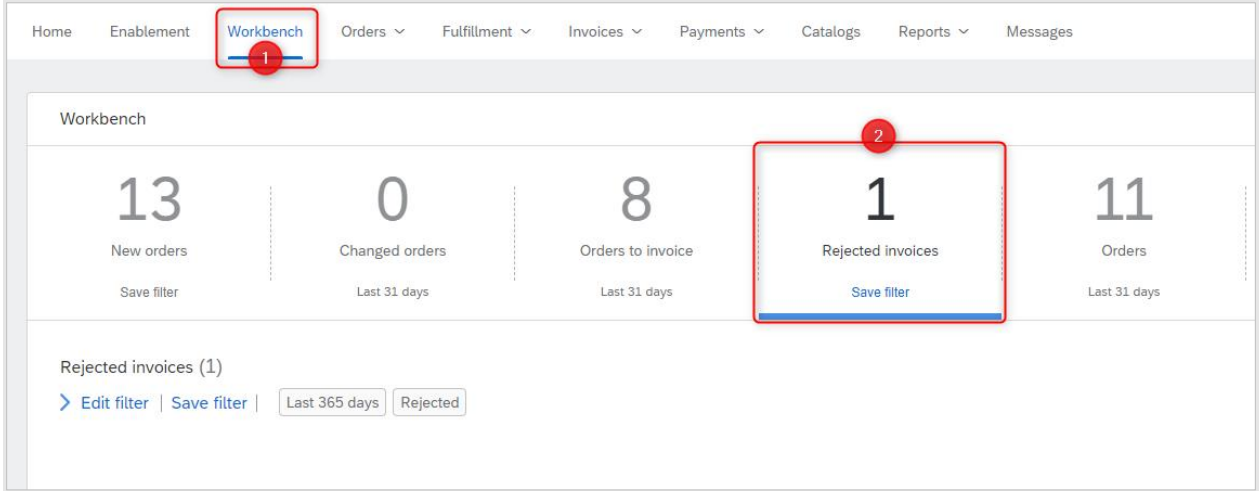Use this procedure to see why an invoice was Rejected and how to resolve invoice errors.

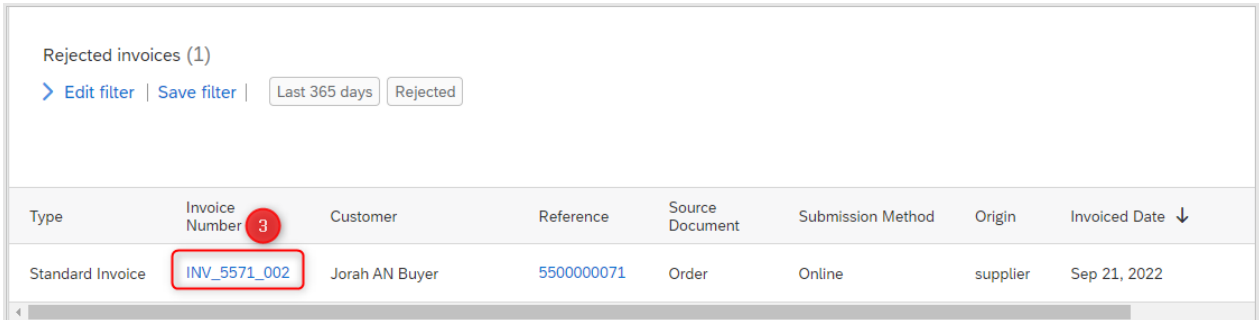To see the rejection reason:

1. Click **Workbench**.
2. Click **Rejected Invoices**.
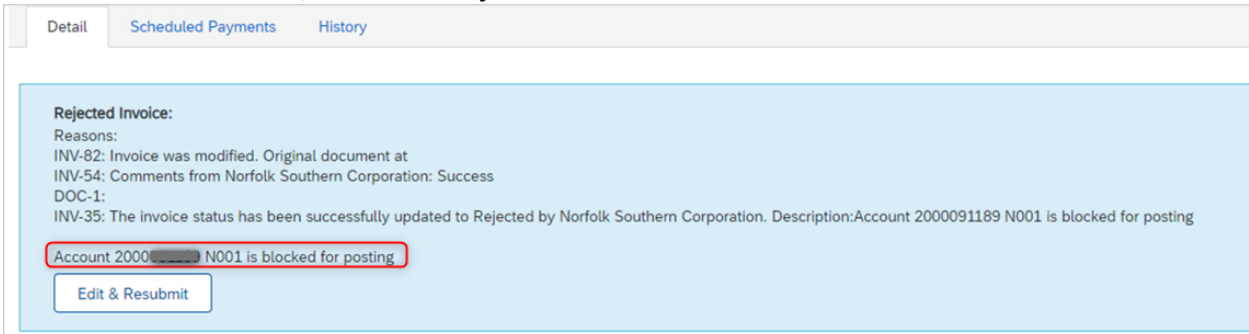
3. Click the **Invoice Number**.

4. On the invoice **Detail** tab, review the **Rejection Reason** above the Edit & Resubmit button.

5. Use the chart on the next page to determine how to resolve the invoice error.

Error Message	What it means and how to resolve…
Account ########## XXXX is blocked for posting	**Cause:** Norfolk Southern's accounting department has blocked your vendor number from posting invoices. Vendors are typically blocked because the vendor profile is incomplete, outdated, or pending approval. **Solution:** Email vendor@nscorp.com and ask them to unblock your vendor number for payment, or to correct the invoicing party assigned for payment of purchase orders. Include the account number shown in the error message as well as the tax id number from your company's W8 or W9 tax form. Once the issue is resolved, click the **Edit & Resubmit** button and resubmit the invoice.
Assigning a new tax key for XX and VAT #.## not possible	**Cause:** The vendor is trying to submit sales tax on the invoice when they should not. For most states, Norfolk Southern accrues and remits sales & use tax to the appropriate tax jurisdictions on our tax returns. See Sales & Use Tax Direct Pay Permits/Exemptions on Norfolk Southern's website. **Solution:** Review the line item details – under Other Information, the Tax Type will indicate if the item is Taxable, Tax Exempt, or Direct Pay/Tax Exempt. Click the **Edit & Resubmit** button and resubmit the invoice without sales tax.
Balance not zero: $$$.cc debits: $$$$.cc credits: $$$$.cc	**Cause:** The vendor has entered other charges (ex. freight or surcharges) or sales tax on the invoice which is causing the document to fail. **Solution:** Click the **Edit & Resubmit** button and resubmit the invoice without these additional charges. • Freight should be billed using Norfolk Southern's Material Freight Routing Instructions (typically billed through 3rd party freight provider). Email MMFreightManager@nscorp.com if you have questions about freight billing. • Sales Taxes should usually be excluded from invoices as Norfolk Southern withholds and pays sales tax directly to most states. Please refer to Norfolk Southern's Sales & Use Tax Direct Pay Permits/Exemptions for details and contact information. • Surcharges should be listed as a separate price condition on the purchase order line item or included in the total item price. Email the sourcing buyer displayed on the purchase order if you have any questions about surcharges or item pricing.
Quantity exceeds the quantity limit	**Cause:** The vendor is attempting to invoice a line item for a quantity that is greater than the quantity available on the purchase order. Ariba does not reflect any invoices that were submitted outside of Ariba, so the PO line in Ariba may *appear* to be open for invoicing when it is in fact closed for invoicing, or the PO line may have less quantity available for invoicing than what is shown in Ariba. **Solution:** The vendor should confirm the PO's invoicing status by searching their records for invoices previously submitted or payments already received. If the vendor has shipped a quantity greater than the quantity ordered on the purchase order, email the sourcing buyer displayed on the purchase order - include proof of shipping if possible, and request to have the extra items returned or to increase the order quantity. Note: vendors should only ship the quantity ordered on the purchase order.

Error Message	What it means and how to resolve…
User XXXXX already processing Purchase order ##########	**Cause:** Another user is currently editing or processing the purchase order. **Solution:** Wait 5-10 minutes. Click the **Edit & Resubmit** button and resubmit the invoice. If the error persists, email NSS@nscorp.com and report the error message - request to open a ticket for Synergy AMS.
Purchasing document XXXXXXXXX not yet released	**Cause:** The purchase order has been changed and is now pending approval, or the purchase order changes have been rejected. **Solution:** Wait 24 hours for pending approvals to complete. Click the **Edit & Resubmit** button and resubmit the invoice. If the error persists, email the sourcing buyer displayed on the purchase order and report the error message.
Moving average price for material is negative: ######-# XXXX	**Cause:** The material valuation needs to be updated in Norfolk Southern's accounting system. **Solution:** Email invpo@nscorp.com and report the error message – request to correct the material valuation. Once the issue is resolved, click the **Edit & Resubmit** button and resubmit the invoice.
User status XXXX is active (WBS #######)	**Cause:** The WBS project for the purchase order has been closed for invoicing. **Solution:** Email the sourcing buyer displayed on the purchase order and report the error – request to re-open the WBS project or reassign a new WBS. Once the issue is resolved, click the **Edit & Resubmit** button and resubmit the invoice.