

Unraveling the Mystery Behind **Punchout Catalogs**

Fall 2020

INTERNAL



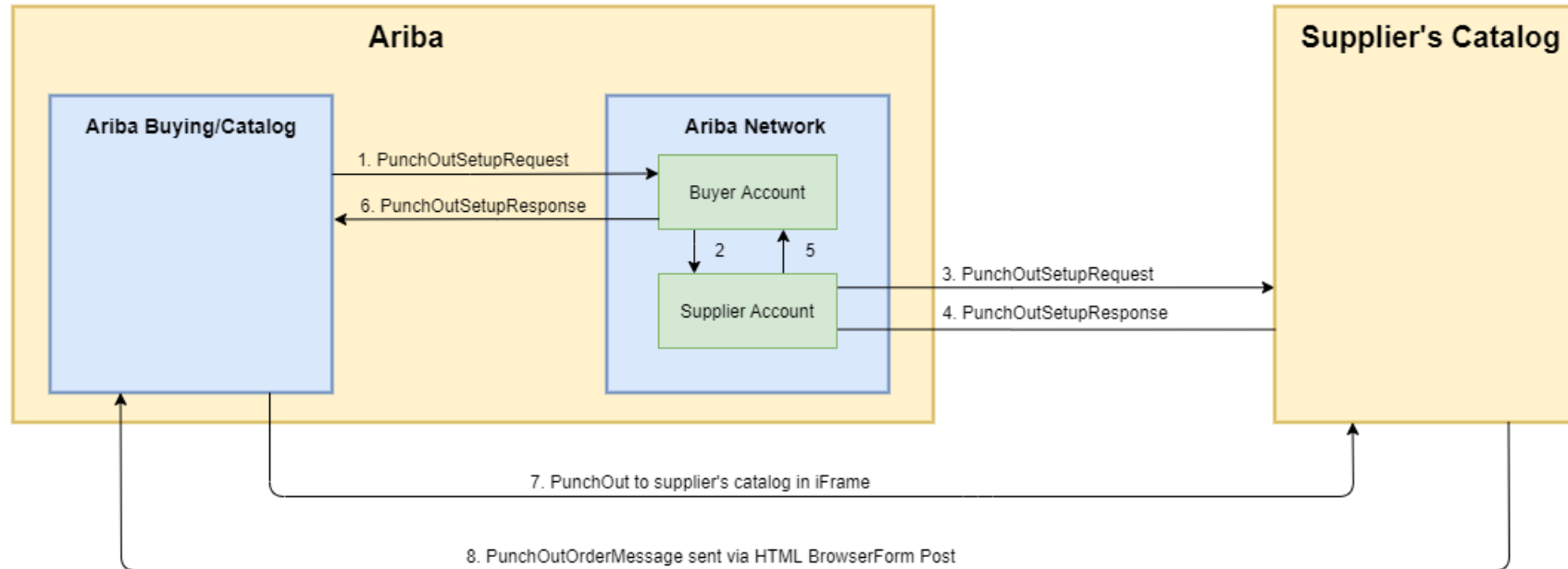
Agenda

- Punchout Catalog Process
 - Punchout Catalog cXML Flow
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Punchout Catalog **Process**

Punchout Catalog Process

A PunchOut catalog is an online catalog that is hosted outside of SAP Ariba. There is an index catalog loaded into SAP Ariba Buying solutions that makes the catalog searchable and allows users to punch out to the supplier website.



Common Issues with **Accessing** **Punchout Catalogs**

Common Issues with Accessing Punchout Catalogs:

Punchout Setup Request Failing

- Common Causes/ Things to Check
 - Supplier's ANID in Buyer is Invalid or Missing*
 - Shared Secret Mismatch*
 - Firewall*
 - Supplier SNI/ Certificates
 - Supplier Punchout URL Not Configured on AN
 - Supplier's Site is Live vs Down
 - Supplier Never Responds or Responds with an Error.
 - Supplier sends an invalid PunchOutSetupResponse.

- Working with Ariba Support

- Provide Support the catalog name, and example user who can reproduce the issue.
- Ariba Support can provide punchout logs, which often help identify the root cause.



Why you may need to work with your Supplier: Ariba support can confirm information within Ariba, however they cannot perform configuration changes on behalf of your supplier's external site.

Punchout Catalog Shopping Session

Errors occurred during the PunchOut session. Note any instructions and then return to the previous page.



Unable to connect to PunchOut catalog. If problem persists, ask your system administrator for assistance.

Common Issues with Accessing Punchout Catalogs:

Example Valid Successful Punchout Setup Response

```
<?xml version="1.0" encoding="UTF-8"?>
<!DOCTYPE cXML SYSTEM "http://xml.cxml.org/schemas/cXML/1.2.014/cXML.dtd">
<cXML payloadID = "958074700772234234242" timestamp = "2020-06-14T12:59:09-07:00">
  <Response>
    <Status code = "200" text = "success"/>
    <PunchOutSetupResponse>
      <StartPage>
        <URL>https://punchout.company.com/Servlet/sessionid=7006</URL>
      </StartPage>
    </PunchOutSetupResponse>
  </Response>
```

Common Issues with Accessing Punchout Catalogs:

Example Unsuccessful Punchout Setup Response

```
<?xml version="1.0" encoding="UTF-8"?>
<!DOCTYPE cXML SYSTEM "http://xml.cXML.org/schemas/cXML/1.2.024/cXML.dtd">
<cXML version="1.1" payloadID=" 958074700772234234242" timestamp="2020-02-11T11:11:11Z"
xml:lang="en-US">
  <Response>
    <Status code="401" text="Authentication failed, please check if the credential is mapped a user and the
Shared Secret matches the configuration."/>
  </Response>
</cXML>
```



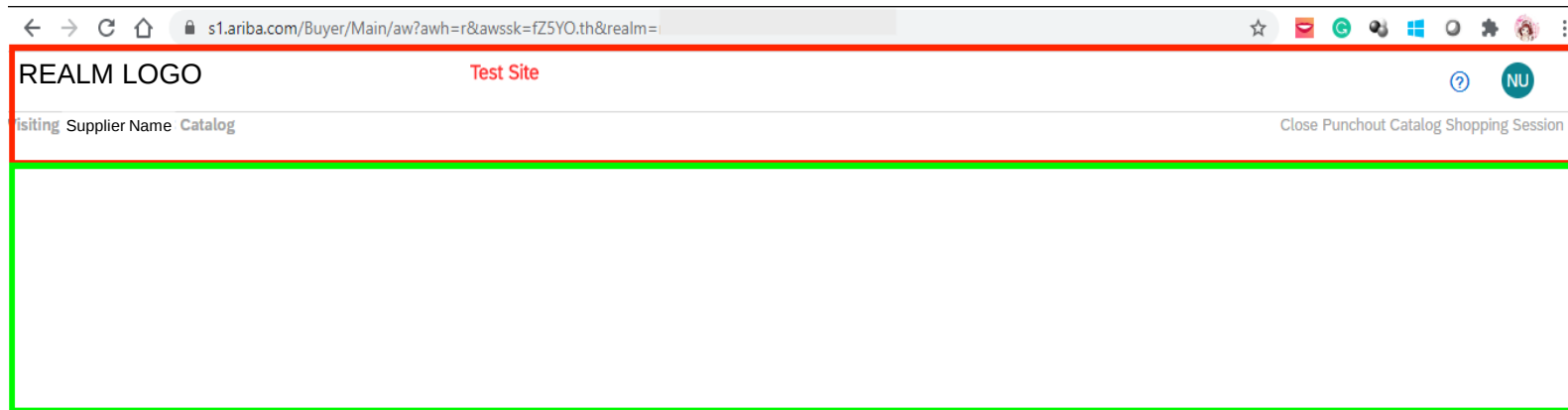
Why you need to work with your Supplier:

Supplier is the one who is validating the punchout setup request and rejecting the request. So, they should be able to tell the reason for rejection.

Common Issues with Accessing Punchout Catalogs:

Supplier Websites and Supplier Related Errors

- Confirming a Successful Punchout
 - Top of UI Loads with realm logo, name of supplier, etc.
 - Do you see 'Close Punchout Catalog Shopping Session?'
- Common Supplier-Side Errors:
 - Site Not Loading in IFrame
 - Showing Incorrect Information
 - Asking for Credentials
 - Displaying Errors



Why you need to work with your Supplier: Ariba support cannot debug nor perform configuration changes on behalf of your supplier's external site.

Common Issues with Accessing Punchout Catalogs:

External Issues

Errors faced by buyers with external causes.

(i.e. those requiring support from your own internal IT team.)

- Buyer's or Supplier's Firewall 
 - Can stop a user from the initial punchout being successful.
 - Ariba Support can usually identify if this is the cause of the failed punchout.
- Browser Related Issues
 - i.e. Security Setting Messages.
 - Things to check:
 - What browsers work or don't.
 - Browser Settings
 - If local IT have made changes to your machine recently.

Common Issues Placing Punchout Orders

Common Issues Placing Punchout Orders: Token Expired Error

- Advanced Front Door 
 - Did your team ever implement the -2 URL? If you've reverted back to your legacy URL are users still using it accidentally?
 - Make sure to check URLs before punching out as well as when this error appears.
- Buyer Cookie 
 - Punchout Setup Request and Order Message need checked to make sure this value is retained upon return to Ariba.
 - This requires assistance from support in collecting logging information together on a call.
-  **Why you may need to work with your Supplier:** If this is the root cause, it will require supplier changes.

PunchOut Catalog Shopping Unsuccessful

Token Expired.

[Return to Ariba Buyer](#)

Common Issues Placing Punchout Orders: Response from Supplier is Invalid Error

- Supplier is sending back unacceptable response 
 - Could be formatting issues, incorrect data, partially received xml, etc.
 - Requires a meeting with SAP Ariba Support to reproduce and collect logs in order to collect data and determine a root cause.
-  **Why you may need to work with your Supplier:** Ultimately will require changes made from your supplier.



Common Issues Placing Punchout Orders: Items Missing from Cart and other Data Inconsistencies

- Items Missing from Cart
 - Are items visible in your requisition?
- Unit of Measure, Commodity Code, and other inconsistencies with items returned
 - Items returned from a punchout may unexpectedly say NONMAPPEDCOMMODITY for the commodity code if a supplier sends back no value or an unmapped and undefined value for the commodity code.
 - Other unexpected values for fields such as Unit of Measure can also be from undefined or incorrect values passed back from your supplier.



Ariba Support can collect logs in all of these cases to help narrow down what needs addressed.

The screenshot shows the Ariba CATALOG interface. At the top, there's a header with 'CATALOG' and 'Acting as: cn011'. Below the header, there's a search bar with 'Catalog' selected and a search button. The main content area shows a cart item with the following details:

No.	Type	Description	Unit	Price	Unit Price	Total Price
1	Example Item	12345	each	\$0.00	USD	\$0.00 USD

Below the table, there's a section for 'Supplier Part #:' with the value '12345'. Underneath, it says 'Commodity Code: All Commodities' and 'Partitioned Commodity Code: DEFAULT ERP Commodity Code'. There are also fields for 'Supplier:', 'Contact:', 'Article:', and 'Natural/AccountCode:', all of which are empty or have placeholder text like '(no Preference)' or '(no value)'. At the bottom of this section, there are 'Delete' and 'Update Total' buttons.

On the right side of the screen, there's a 'Cart Summary' section with the following items:

Item	Amount
Unspecified (1)	\$0.00 USD
Discount	\$0.00 USD
Charges	\$0.00 USD
Taxes	\$0.00 USD
Subtotal (1 item)	\$0.00 USD

At the bottom of the screen, there are 'Continue Shopping' and 'Proceed to Checkout' buttons.

Questions?