



SAP Ariba 

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

December 15, 2022

Public

# 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?

Purchase Order: ANSCTESTPO1 [Done](#)

[Create Order Confirmation](#) [Create Ship Notice](#) [Create Invoice](#) [Create Quality Notification](#) ↓ ☰ ⋮

[Order Detail](#) [Order History](#)

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**From:**  
**Company**  
41 Farnsworth Street  
Boston, MA 02210  
United States  
Phone:  
Fax:

**To:**  
Supplier  
jUnitDummy  
Arkansas City, AR 71630  
United States  
Phone: +1 (650) 3902788  
Fax: +1 (650) 3902788  
Email: [sohini.chowdhury@sap.com](mailto:sohini.chowdhury@sap.com)

**Purchase Order**  
( + Charged )  
ANSCTESTFO1  
Amount: \$87.10 USD  
Version: 1 (Previous Version)

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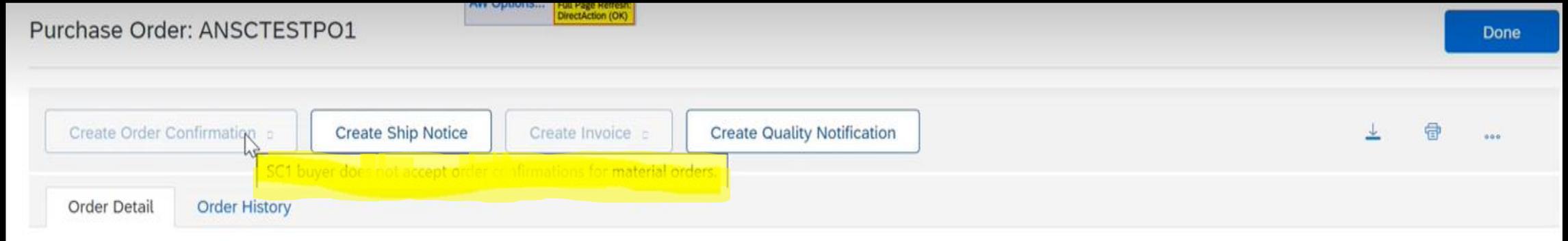
**Payment Terms** ⓘ  
3.50% 15 NET 120 DAILY TIERS VARIABLE Routing Status: Sent

**Contact Information**  
**Supplier Address**  
**STAR**  
665 W North Ave  
Lombard, IL 60148-1138  
United States  
Phone: + ( ) 3129309201

**Buyer Headquarter Address**  
Phone:  
Fax:

# 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

Purchase Order: 450002631 Done

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**Create Order Confirmation** ▼ Create Ship Notice Create Invoice ▼ Create Quality Notification ↓ 🖨️ ⋮

**Confirm Entire Order**

Update Line Items History

**Reject Entire Order**

**From:**  
**IDES US INC**  
1230 Lincoln Avenue  
NEW YORK, New York 10019  
United States  
Phone: + () 212-345-0983  
Fax: + () 212-345-5693

**To:**  
**SC1 supplier**  
jUnitDummy  
Arkansas City, AR 71630  
United States  
Phone: +1 (650) 3902788  
Fax: +1 (650) 3902788  
Email: [sohini.chowdhury@sap.com](mailto:sohini.chowdhury@sap.com)

**Purchase Order**  
**(New)**  
**450002631**  
Amount: \$1.00 USD  
Version: 1

[Payment Terms](#) ⓘ Routing Status: Sent

“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)

Order Number	Customer	Amount	Date ↓	Order Status	Amount Invoiced	Actions
450002631	SC1 buyer	\$1.00 USD	Nov 7, 2022	New		 <ul style="list-style-type: none"><li>Confirm entire order</li><li>Update line items</li><li>Reject entire order</li><li>Create ship notice</li><li>Create service sheet</li><li>Standard invoice</li><li>Create credit memo</li><li>Create line-item credit memo</li><li>Create line-item debit memo</li><li>Hide</li></ul>

“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.

The screenshot displays the SAP Orders interface. At the top, there are three summary cards: '1 Orders', '3 Items to confirm', and '0 Items to ship (Last 31 days)'. Below these is a red-bordered error message: '3 rows failed to submit, as indicated by the red bars. Hover over error icons to learn more.' The 'Items to confirm (3)' section shows a filter for '450002631' and buttons for 'Confirm' and 'Reject'. A red error message is displayed: 'An item (Line number 30) has a control key disallowing order confirmation. ANERR-3000000000000000068061605'. Below this is a table of order items:

Item No.	Material	Description	Order Date
10	SUP_MAT	Quality Inspection Material	Nov 10, 2022
20	SUP_MAT2	Quality Inspection Material	Nov 10, 2022
30	SUP_MAT1	Quality Inspection Material	Nov 10, 2022

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

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

```
<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:

Est. Delivery Date:

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
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Description: Quality Inspection Material

► Schedule Lines

Current Order Status

3.000 Unconfirmed

Confirm:  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.

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

## 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'.

```
</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.

The screenshot displays the 'Orders' workbench interface. At the top, there is a summary dashboard with six categories, each with a large number and a 'Last 31 days' label:

- Orders: 5
- Items to confirm: 0
- Items to ship: 0
- Return items: 0
- New orders: 4
- Changed orders: 0

The 'Items to confirm (0)' section is currently selected and highlighted with a blue bar. Below this, there is an 'Edit filter' section with various search filters:

- Customers: Select or type selections
- Order numbers: Type selection, with radio buttons for 'Partial match' (selected) and 'Exact match'.
- Customer locations: Type selection
- Ship by date: None
- Creation date: Last 31 days
- Company codes: Select or type selections
- Purchasing groups: Type selection
- Ordering address IDs: Type selection
- Part numbers: Select or type selections

A dropdown menu is open for the 'Part numbers' filter, showing a list of part numbers with checkboxes:

- 000000000000119778
- 100-120
- 10000251
- 10000917
- 10000919
- 10000985
- 10000986

At the bottom of the dropdown is a search input field with the placeholder text 'Select or type selections' and a search icon.

# 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

<b>Results</b>								
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	Item
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.									



# 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 ID	Customer Part	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

# Thank you.

Contact information:

SAP