

Accelerating Essity's Digital Transformation

CSV common issues on SAP Business Network



Audience: Essity Suppliers



Direct Materials



CSV common issues

List of common errors on SAP Business Network

Error Category	Error Message	Root Cause	Page
CSV not attached	Despatch advice is missing for delivery date [ASN ID]. Please send file in order for Essity to be able to receive the goods	Despatch file is missing / not attached in submitted ship notice	3
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CSV common issues

CSV not attached

ERROR: Despatch advice is missing for delivery date H-00. Please send file in order for Essity to be able to receive the goods

Issue explanation

The ASN has been rejected because supplier did not attach the CSV document.

Ship Notices (11)

Packing Slip ID	Supplier	Order #	Date ↓	Routing Status
H-00 	x x x	Multiple	13 Sep 2022 2:38:28 PM	Failed
H-00 	x x x	Multiple	13 Sep 2022 2:43:53 PM	Acknowledged

Ship Notice: H-00

Resend

Export cXML

Detail

History

Ship Notice: H-00

Routing Status: Failed

Received By Ariba Network On: 5 Aug 2022 8:25:00 AM GMT+02:00

History

Status	Comments
Failed	Despatch advice is missing for delivery date H-00 Please send file in order for Essity to be able to receive the goods

How to fix it?

1. Cancel Failed ASN by clicking „Cancel" button after opening ASN document.

Ship Notice: ASN1053

Cancel

Edit

Export cXML

Detail

History

Ship Notice: ASN1053

Routing Status: Failed

Received By Ariba Network On: 15 Feb 2022 5:52:11 PM GMT+01:00

Submitted By: 

2. Create a new ASN and attach the despatch file by clicking „Choose File" and then „Add attachment" during ship notice creation.

ATTACHMENTS

Name	Size (bytes)
------	--------------

Choose File

No file chosen

Add Attachment

The total size of all attachments cannot exceed 100MB

CSV common issues

Reel Data (1/2)

ERROR: Sum of reel quantity is not equal to pallet quantity for SSCC xxxx

Issue explanation

The ASN has been rejected because the sum of reel quantity is different than pallet quantity indicated in the file.

For example:

Below CSV file has incorrect Pallet Quantity as the sum of reel quantity is different

File	Edit	Format	View	Help
2559002;6000;6xxxxx;3403712xxxxxx58349;21000;22000;21.05.2022 13:39;XX;6;56xxxxx;950;100015000;SEF2				
2559002;6000;6xxxxx;3403712xxxxxx58349;21000;22000;21.05.2022 13:39;XX;6;56xxxxx;950;100015000;SEF2				
2559002;6000;6xxxxx;3403712xxxxxx58349;21000;22000;21.05.2022 13:39;XX;6;56xxxxx;950;100015000;SEF2				
2559002;6000;6xxxxx;3403712xxxxxx58349;21000;22000;21.05.2022 13:39;XX;6;56xxxxx;950;100015000;SEF2				
2559002;6000;6xxxxx;3403712xxxxxx58349;21000;22000;21.05.2022 13:39;XX;6;56xxxxx;950;100015000;SEF2				
2559002;6000;6xxxxx;3403712xxxxxx58349;21000;22000;21.05.2022 13:39;XX;6;56xxxxx;950;100015000;SEF2				

Pallet quantity

Reel quantity

How to fix it?

1. Cancel Failed ASN by clicking „Cancel" button after opening ASN document.
2. Correct despatch file, then create a new ASN and upload amended CSV file.
3. Review the status of submitted ASN.
If the status is 'Acknowledged', the document has been transferred however, the process is completed if there is an information inserted in the History tab of specific ASN that the inbound delivery is created. That means that the document was reached out by Essity system and processed successfully.

History	
Status	Comments
	Processing cXML item
	Route document to end point CIG of system id PA1CLNT100 of org AN01578232138
	The document is ready to be picked up by the recipient.
	Processing cXML
	The document has been transferred to the next integration point.
Acknowledged	Success
	The document is ready to be picked up by the recipient.
	The document has been transferred to the next integration point.
	The recipient has processed the document and has acknowledged the processing. Reason: OK - 0001 inbound delivery/deliveries created (nos. 100020391 to 100020391)

CSV common issues

Reel Data (2/2)

ERROR: Number of reels are not equal to count of unique reel IDs on SSCC xxxxx

Issue explanation

The ASN has been rejected because the number of reels are not equal to count of unique reel ID. The declared no. Of reels per pallet should have equal count of unique Reel IDs

For example:
Below CSV file has incorrect number of reels value as there are 6 different Reel ID and the file indicates only 5

File Edit Format View Help

2559002;5700;6xxxxx;34037129xxxxxx18592;2xxxx;2xxxx;24.05.2022 13:39;XX;5;5655555;950;1000xxxxx;SEF2
2559002;5700;6xxxxx;34037129xxxxxx18592;2xxxx;2xxxx;24.05.2022 13:39;XX;5;5644444;950;1000xxxxx;SEF2
2559002;5700;6xxxxx;34037129xxxxxx18592;2xxxx;2xxxx;24.05.2022 13:39;XX;5;5600000;950;1000xxxxx;SEF2
2559002;5700;6xxxxx;34037129xxxxxx18592;2xxxx;2xxxx;21.05.2022 13:39;XX;5;5611111;950;1000xxxxx;SEF2
2559002;5700;6xxxxx;34037129xxxxxx18592;2xxxx;2xxxx;21.05.2022 13:39;XX;5;5622222;950;1000xxxxx;SEF2
2559002;5700;6xxxxx;34037129xxxxxx18592;2xxxx;2xxxx;21.05.2022 13:39;XX;5;5633333;950;1000xxxxx;SEF2

Number of Reels

Reel ID

How to fix it?

1. Cancel Failed ASN by clicking "Cancel" button after opening ASN document.
2. Correct despatch file, then create a new ASN and upload amended CSV file.
3. Review the status of submitted ASN.
If the status is 'Acknowledged', the document has been transferred however, the process is completed if there is an information inserted in the History tab of specific ASN that the inbound delivery is created. That means that the document was reached out by Essity system and processed successfully.

CSV common issues

Duplicates in CSV (1/2)

ERROR: Reel ID xxxx exists more than once in the despatch

Issue explanation

The document failed because the despatch file contained same Reel ID

File Edit Format View Help

2559002;5700;6xxxxx;34037129xxxxxxxx18592;2xxxx;2xxxx;21.05.2022 13:39;XX;6;5611111;950;1000xxxxx;SEF2
2559002;5700;6xxxxx;34037129xxxxxxxx18592;2xxxx;2xxxx;21.05.2022 13:39;XX;6;5622222;950;1000xxxxx;SEF2
2559002;5700;6xxxxx;34037129xxxxxxxx18592;2xxxx;2xxxx;21.05.2022 13:39;XX;6;5633333;950;1000xxxxx;SEF2
2559000;6200;6xxxxx;34037129xxxxxxxx17021;2xxxx;2xxxx;21.05.2022 13:38;XX;8;5633333;775;1000xxxxx;SEF2

The CSV file should contain only unique Reel ID values and no duplicates are allowed.

How to fix it?

1. Cancel Failed ASN by clicking "Cancel" button after opening ASN document.
2. Correct despatch file, then create a new ASN and upload amended CSV file.
3. Review the status of submitted ASN.
If the status is 'Acknowledged', the document has been transferred however, the process is completed if there is an information inserted in the History tab of specific ASN that the inbound delivery is created. That means that the document was reached out by Essity system and processed successfully.

CSV common issues

Duplicates in CSV (2/2)

ERROR: SSCC 00159963319992338189 exists more than once in despatch

Issue explanation

The document failed because for non-reel ASNs, the CSV file should contain only unique SSCC value and no duplicates are allowed

Ship Notice: 09

Resend Export cXML Serial Number CSV

Detail History

Ship Notice: 096
Routing Status: Failed
Received By Ariba Network On: 7 Jul 2022 11:14:59 AM GMT+02:00

History

Status	Comments
Failed	SSCC 00373500146760982825 exists more than once in despatch
	Receipt of the document has not been confirmed by the trading partner. Reason: Not Acceptable - SSCC 00373 exists more than once in despatch

How to fix it?

1. Cancel Failed ASN by clicking "Cancel" button after opening ASN document.
2. Correct despatch file, then create a new ASN and upload amended CSV file.
3. Review the status of submitted ASN.
If the status is 'Acknowledged', the document has been transferred however, the process is completed if there is an information inserted in the History tab of specific ASN that the inbound delivery is created. That means that the document was reached out by Essity system and processed successfully.

CSV common issues

Incorrect SSCC format (1/3)

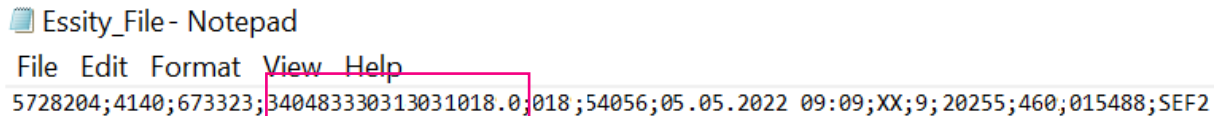
ERROR: SSCC 340483330313031018.0 is incorrect

Issue explanation

The ASN has been rejected because the format of SSCC is incorrect.

For example:

The below document failed because the format of SSCC included decimals



```
File Edit Format View Help
5728204;4140;673323;340483330313031018.0;018;54056;05.05.2022 09:09;XX;9;20255;460;015488;SEF2
```

How to fix it?

1. Cancel Failed ASN by clicking „Cancel" button after opening ASN document.
2. Correct despatch file, then create a new ASN and upload amended CSV file.
3. Review the status of submitted ASN.
If the status is 'Acknowledged', the document has been transferred however, the process is completed if there is an information inserted in the History tab of specific ASN that the inbound delivery is created. That means that the document was reached out by Essity system and processed successfully.

CSV common issues

Incorrect SSCC format (2/3)

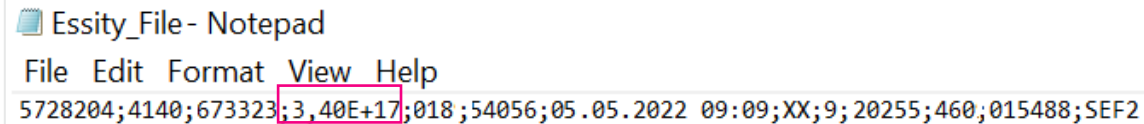
ERROR: SSCC 3,40056E+17 exists more than once in despatch

Issue explanation

The ASN has been rejected because the format of SSCC is incorrect.

For example:

The below document failed because the format of SSCC does not have 18 digits



```
Essity_File - Notepad
File Edit Format View Help
5728204;4140;673323;3,40E+17;018;54056;05.05.2022 09:09;XX;9;20255;460;015488;SEF2
```

How to fix it?

1. Cancel Failed ASN by clicking „Cancel" button after opening ASN document.
2. Correct SSCC format in the CSV. You can use Notepad/Editor to edit SSCC codes. The correct format includes 18 digits and may not start with “0”. Should be same number as third barcode on pallet label. The code structure of the SSCC is as follows: P MMMMMMM SSSSSSSSS C. (P=Packaging indicator, M=Supplier number, S=Series of numbers, C=Check figure).
3. Create ASN and upload amended CSV file.
4. Review the status of submitted ASN.
If the status is 'Acknowledged', the document has been transferred however, the process is completed if there is an information inserted in the History tab of specific ASN that the inbound delivery is created. That means that the document was reached out by Essity system and processed successfully.

CSV common issues

Incorrect SSCC format (3/3)

ERROR: Sum of reel quantity is not equal to pallet quantity for SSCC 3,40E+17 Number of reels are not equal to count of unique reel IDs on SSCC 3,40E+17

Issue explanation

The ASN document failed due to incorrect format of SSCC inserted in the despatch file. In consequence there are multiple issues:

- sum of reel quantity is not equal to pallet quantity for SSCC 3,40E+17
- SSCC 3,40E+17 is incorrect
- Number of reels are not equal to count of a unique reel IDs on SSCC 3,40E+17
- A Pallet should only have one Batch ID assigned

Essity_File - Notepad

File Edit Format View Help

5728204;4140;673323;3,40E+17;018;54056;05.05.2022 09:09;XX;9;20255;460;015488;SEF2

How to fix it?

1. Cancel Failed ASN by clicking „Cancel" button after opening ASN document.
2. Correct SSCC format in the CSV. You can use Notepad/Editor to edit SSCC codes. The correct format includes 18 digits and may not start with “0”. Should be same number as third barcode on pallet label. The code structure of the SSCC is as follows: P M M M M M M M S S S S S S S S C. (P=Packaging indicator, M=Supplier number, S=Series of numbers, C=Check figure).
3. Create ASN and upload amended CSV file.
4. Review the status of submitted ASN.
If the status is 'Acknowledged', the document has been transferred however, the process is completed if there is an information inserted in the History tab of specific ASN that the inbound delivery is created. That means that the document was reached out by Essity system and processed successfully.

CSV common issues

CSV data exists in Essity (1/2)

ERROR: SSCC 00386917570010496149 already exists in plant

Issue explanation

The document failed since the despatch file contained SSCC codes which already exists in Essity backend system.

There are 2 root causes of this issue:

1. The previous failed document was not canceled before submission of the other one for the same shipment
2. The same SSCC code was included in one of the previous shipment delivered to Essity

Ship Notice:139

Resend Export cXML

Detail History

Ship Notice: 139
Routing Status: Failed
Received By Ariba Network On: 23 May 2022 3:00:28 PM GMT+02:00

History

Status	Comments
Failed	SSCC 00386917570010496149 already exists in plant SSCC 00386917570010496286 already exists in plant

Receipt of the document has not been confirmed by the trading partner. Reason: Not Acceptable - SSCC 00386917570010496149 already exists in plant

How to fix it?

Fix for point #1:

1. Cancel **All failed** ASNs submitted for the same shipment by clicking "Cancel" button after opening ASN document.
2. Create a new ASN and upload CSV file .
3. Review the status of submitted ASN.

If the status is 'Acknowledged', the document has been transferred however, the process is completed if there is an information inserted in the History tab of specific ASN that the inbound delivery is created. That means that the document was reached out by Essity system and processed successfully.

Fix for point #2:

1. Cancel Failed ASN by clicking "Cancel" button after opening ASN document.
2. Correct despatch file, then create a new ASN and upload amended CSV file.
3. Review the status of submitted ASN.

If the status is 'Acknowledged', the document has been transferred however, the process is completed if there is an information inserted in the History tab of specific ASN that the inbound delivery is created. That means that the document was reached out by Essity system and processed successfully.

CSV common issues

CSV data exists in Essity (2/2)

ERROR: Reel ID AP0202013577324 already exists in plant

Issue explanation

The document failed because the despatch file contained the Reel ID which already exists in Essity S4.

There are 2 root causes of this issue:

1. The previous failed document was not canceled before submission of the other one for the same shipment
2. The same Reel ID was included in one of the previous shipment delivered to Essity

Ship Notice: 400

Resend Export cXML

Detail History

Ship Notice: 400
Routing Status: Failed
Received By Ariba Network On: 13 May 2022 11:48:51 AM GMT+02:00

History

Status	Comments
Failed	Reel ID AP0202013577324 already exists in plant

How to fix it?

Fix for point #1:

1. Cancel **All failed** ASNs submitted for the same shipment by clicking "Cancel" button after opening ASN document.
2. Create a new ASN and upload CSV file.
3. Review the status of submitted ASN.

If the status is 'Acknowledged', the document has been transferred however, the process is completed if there is an information inserted in the History tab of specific ASN that the inbound delivery is created. That means that the document was reached out by Essity system and processed successfully.

Fix for point #2:

1. Cancel Failed ASN by clicking "Cancel" button after opening ASN document.
2. Correct despatch file, then create a new ASN and upload amended CSV file.
3. Review the status of submitted ASN.

If the status is 'Acknowledged', the document has been transferred however, the process is completed if there is an information inserted in the History tab of specific ASN that the inbound delivery is created. That means that the document was reached out by Essity system and processed successfully.

CSV common issues

Batch ID

ERROR: A pallet should only have one Batch ID assigned

Issue explanation

The document failed since the despatch file contains multiple BatchIDs assigned to one pallet.

Ship Notice: 121

Resend Export cXML

Detail History

Ship Notice: 12
Routing Status: Obsolete
Received By Ariba Network On: 30 Jun 2022 12:47:30 PM GMT+02:00

History

Status	Comments
Failed	A Pallet should only have one Batch ID assigned
	Receipt of the document has not been confirmed by the trading partner. Reason: Not Acceptable - A Pallet should only have one Batch ID assigned

For example:

The below document failed because contains 3 different batch IDs assigned to 1 SSCC code

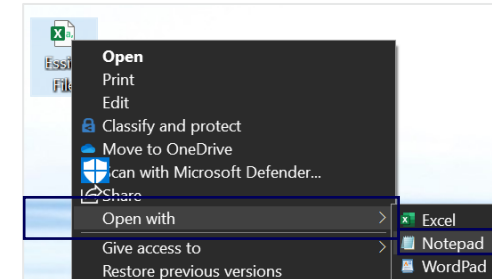
Desfile_26 - Notepad

File Edit Format View Help

.667;3060;4389;373322820028227531;855;12;2022-6-10 10:37:36;XX;3;18;102;0302;SEF2
.667;3060;4389;373322820028227531;855;12;2022-6-10 10:37:36;XX;3;18;102;0302;SEF2
.667;3060;4390;373322820028227531;855;12;2022-6-10 10:37:36;XX;3;18;102;0302;SEF2

How to fix it?

1. Cancel Failed ASN by clicking "Cancel" button after opening ASN document.
2. Correct the CSV file, as the Pallet should have one Batch ID assigned. We recommend to use Notepad/Editor.



3. Create a new ASN and upload amended CSV file
 4. Review the status of submitted ASN.
- If the status is 'Acknowledged', the document has been transferred however, the process is completed if there is an information inserted in the History tab of specific ASN that the inbound delivery is created. That means that the document was reached out by Essity system and processed successfully.

CSV common issues

Unknown material number (1/2)

ERROR: Material number 000000000002994600 is unknown

Issue explanation

The document failed because the file contains material that was not selected in „Items to ship” step.

Ship Notice: 12

Resend Export cXML

Detail History

Ship Notice: 12
Routing Status: Failed
Received By Ariba Network On: 11 May 2022 1:28:12 PM GMT+02:00

History

Status	Comments
Acknowledged	Success The document is ready to be picked up by the recipient.
Failed	Receipt of the document has not been confirmed by the trading partner. Reason: Not Acceptable - Material number 000000000002994600 is unknown There is no handling unit with identification 37. Material number 000000000002994600 is unknown There is no handling unit with identification 37 .7

How to fix it?

1. Cancel Failed ASN by clicking "Cancel" button after opening ASN document.
2. Select all materials from shipment by selecting the box on the 'Items to ship' section, then create a new ASN and upload CSV file.

☐	Order No.	Item No.	Supplier Part No.	Description	Schedule Line No. ↑	Need By
☐	Customer: Essity Health and Hygiene - TEST Ship To Address: Falkenberg Factory, Falkenberg, 005, SWE					
☒	5500000107	10	211435		1	Mar 30, 2022
☒	5500000926	10	211435		2	Mar 30, 2022

3. Review the status of submitted ASN.
If the status is 'Acknowledged', the document has been transferred however, the process is completed if there is an information inserted in the History tab of specific ASN that the inbound delivery is created. That means that the document was reached out by Essity system and processed successfully.

CSV common issues

Unknown material number (2/2)

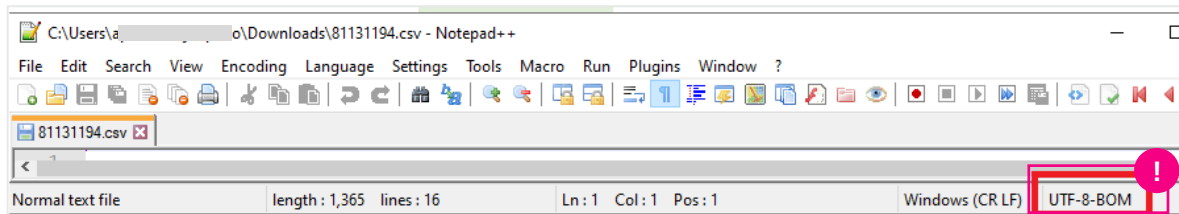
ERROR: Material number ĩ»¿2559000 is unknown

Issue explanation

The document failed since the CSV file contains special unacceptable characters for material number 2559000, which are not visible in the file at the first glance.

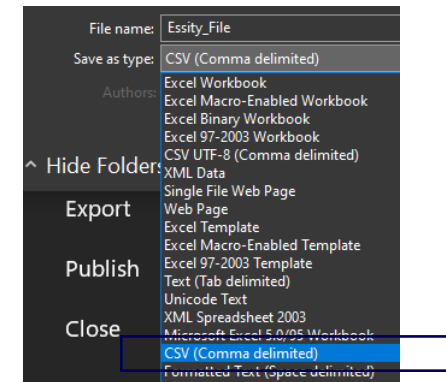
These characters ĩ»¿ are what is called BOM (Byte Order Mark) and they are added during creation of CSV file.

To check if BOM character exists, open the file in Notepad++ and look at the bottom right corner. If it says UTF-8-BOM then the file contains BOM character. **The CSV file should be generated with encoding UTF-8 only.**



How to fix it?

1. Cancel Failed ASNs submitted by clicking "Cancel" button after opening ASN document.
2. Save the file as standard CSV not UTF-8. If you will save as CSV UTF-8 then the file will be generated with BOM characters.



3. Create a new ASN and upload CSV file.
 4. Review the status of submitted ASN.
- If the status is 'Acknowledged', the document has been transferred however, the process is completed if there is an information inserted in the History tab of specific ASN that the inbound delivery is created. That means that the document was reached out by Essity system and processed successfully.

CSV common issues

Quantity mismatch

ERROR: The shipped and despatch quantity for material 24415xx do not match

Issue explanation

The ASN document failed due to quantity discrepancy between despatch file and portal.

Ship Notice: DT-22	
Resend Export cXML	
Detail	History
Ship Notice: DT-22 Routing Status: Failed Received By Ariba Network On: 27 May 2022 12:13:07 PM GMT+02:00	
History	
Status	Comments
Failed	The shipped and despatch quantity for material 244. do not match The shipped and despatch quantity for material 25 do not match
	Receipt of the document has not been confirmed by the trading partner. Reason: Not Acceptable - The shipped and despatch quantity for material 2441 do not match

How to fix it?

1. Cancel Failed ASN by clicking "Cancel" button after opening ASN document

[If this applies to SMI:

- a) please update the planned quantity on the planning collaboration page and send the data to Essity by clicking 'Send data' button
- b) Check the Scheduling Agreement Routing status. If the Routing status is 'Sent' or „Acknowledged” please proceed with ASN creation. If the Routing Status is 'Queued' please wait with ASN submission until the Routing status will be changed into 'Sent/Acknowledged'. Otherwise, the submitted ASN will fail.
- c) Create a new ASN and verify the quantity on the portal, then upload CSV file

If this applies to PO:

- a) Create a new ASN and insert a quantity which is aligned with despatch file, then upload CSV file]

2. Review the status of submitted ASN. If the status is 'Acknowledged', the document has been transferred however, the process is completed if there is an information inserted in the History tab of specific ASN that the inbound delivery is created.

Thank you for your
participation. Join us in
shaping our future!



