GEP SMART
Error Messages and Resolution Guide

myBuy GEP SMART

Roche's Procure to Pay Platform

Table of contents

Introduction

Introduction

As you will sometimes receive error messages when submitting invoices and advance shipping notifications, we have produced this guide to enable you to quickly locate the relevant error message and the action required to resolve the error. The error messages are split into Invoice Errors and ASN Errors. The errors are listed in alphabetical order. This document will explain to you the different error codes you may see and how to correct them quickly and easily.

Any document which fails to be transmitted through myBuy GEP SMART, generates an automatic error message with information on why the document transmission failed.
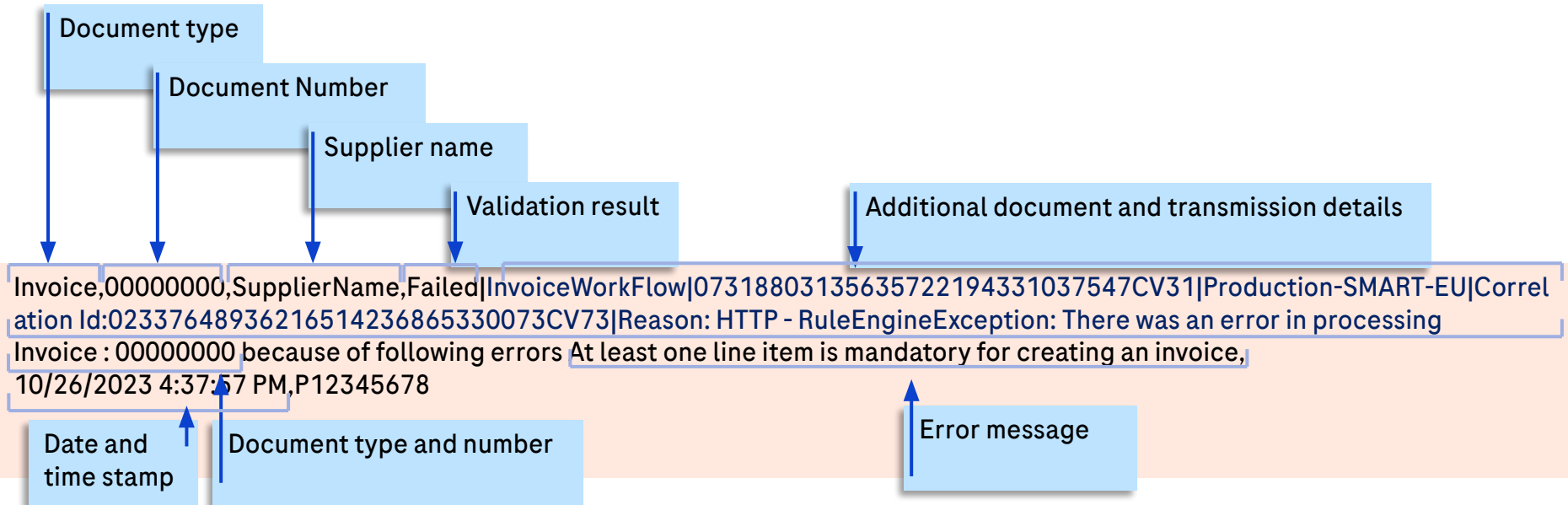
There are two basic types of failures - technical and content related:

- <u>Technical:</u> This means your submitted document did not pass a technical validation. This may be as simple as missing key inputs – like the tax rate, or using the wrong format.

- <u>Content Related:</u> Your documents are also checked for content accuracy. In these cases the failure might mean your document contains the wrong tax code for the particular region, exceeds the value of the original PO or the total PO value doesn't match the individual items' value.

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How to read an Error Message
Document failure notifications consist of several parts

Below is a brief overview on how to read the received failure notifications, what are the key parts and which parts can be ignored. A full alphabetical list of errors with required resolution action follows on the next pages.

Document type

Document Number

Supplier name

Validation result

Additional document and transmission details

Invoice,00000000,SupplierName,Failed|InvoiceWorkFlow|073188031356357221943310375 47CV31|Production-SMART-EU|Correlation Id:02337648936216514236865330073CV73|Reason: HTTP - RuleEngineException: There was an error in processing Invoice : 00000000 because of following errors At least one line item is mandatory for creating an invoice, 10/26/2023 4:37:57 PM,P12345678

Date and time stamp

Document type and number

Error message

How to read an Error Message

In case there is more than one error on a document, the errors will be listed following each other (**amber** and **blue** below):

Invoice,00000000,SupplierName,Failed|InvoiceWorkFlow|07318803135635722194331037547CV31|Production-SMART-EU|Correlation Id:02337648936216514236865330073CV73|Reason: HTTP - RuleEngineException: There was an error in processing
Invoice : 00000000 because of following errors
Following line item(s) number not available in order line items : 1 UOM should match with PO line for line items,
10/26/2023 4:37:57 PM,P12345678

Invoice Error Messages and Resolution

ERROR MESSAGE	RESOLUTION
At least one line item is mandatory for creating an invoice	The Invoice either does not contain any line items to invoice, or the line items were not recognized. Please check the attributes for the line items.
Cannot create Invoice as the Order is closed for invoicing	The reference PO was closed. Please contact the PO author for details.
Document currency does not support decimal precision of Unit Price for Line item(s) X	Limit the decimal cifers in the items and/or invoice total amount.
Following line item(s) number not available in order line items: X	The reference PO does not contain the indicated line item, please align the Invoice attributes with the PO.
ForwardInvoiceManuallyToRoche	Submit the invoice by email for manual review (failed unspecified validation).
Incorrect Supplier Tax Identification Number	Match the invoice VAT No with the Supplier profile VAT No.
Invalid Order number or Buying Party details	The reference PO number was not found in the system. Please review the received order and check with the PO author if the issue persists.
Invalid Order number X or Buying Party details	Check the reference PO number for this invoice. If issues persist, please contact the PO author for details.

Invoice Error Messages and Resolution

ERROR MESSAGE	RESOLUTION
Invalid Payment Term	Please check the Payment Terms and match these with the reference PO before resubmitting the invoice. Contact the PO author if the Payment Terms need to be corrected on the PO.
Invoice Number already exists	Invoice is already submitted for the full PO amount. Please check the order number and match your submitted invoices on the supplier portal with your orders.
Invoice_DateOfSupplyOrServiceEndDateMandatory	Add the Date of supply to the invoice attributes.
Invoice_TaxBaseMandatory	Add the VAT tax base to the invoice attributes.
Duplicate Invoice number	Invoice is already submitted for the full PO amount. Please check the order number and match your submitted invoices on the supplier portal with your orders.
Line Item(s) number X is cancelled in order	The item you are invoicing for ("X") was cancelled in the original PO. Please contact your PO author for details.

Invoice Error Messages and Resolution

ERROR MESSAGE	RESOLUTION
Line Item(s) number X is closed for invoicing in order	The reference PO line item "X" was closed. Please contact the PO author for details.
Multi lines for single PO Items is allowed only for Fixed Service type and Material lines	Please adjust the invoice to reflect the item lines in the issued PO, or ask the PO author to re-issue the PO as Fixed Service or Material type.
Order Partner Code and Invoice Partner Code Mismatch	Check the reference PO Partner Code and the Invoice Partner Code.
Order with order number: X is not in valid status for invoicing.	The reference PO is in a status which does not allow invoicing. Please contact your PO author for details.
Partner Invoice date cannot be greater than Current date	Set the invoice date to a date between today and the PO issue date.
Please select Tax Identification country	Add the corresponding VAT country code from your supplier profile.
Quantity cannot be negative for Item no(s) : X	Enter positive amount for the items (even for Credit Invoice).
Quantity Sign Cannot be changed for following line item(s): X	Please match the Quantity sign with the reference PO before resubmitting the invoice.

Invoice Error Messages and Resolution

ERROR MESSAGE	RESOLUTION
Reference Invoice doesn't exist or Not in correct status for given Invoice Reference Number:X	Credit Invoice - check the reference Invoice Number and contact the original PO author if issues persist.
Tax Amount value cannot be X.when Tax Rate value is greater than X.for line number(s) X	Make sure the total VAT amount is matching the individual VAT line items amounts.
Tax cannot be negative for Item no(s) : X	Enter positive VAT amount for the items (even for Credit Invoice).
Tax Rate is Mandatory for item(s) X	Add the VAT rate for the indicated item ("X").
The Tax Rate doesn't match with the tax identification country for line items : X	Align the submitted VAT rate with the rates for the submitted country.
There was an error in processing the invoice as invalid Additional Field name Date of Supply or Service (Start Date) is given at header level.	Please check the Date of Supply (Start Date) attribute before resubmitting the invoice.
There was an error in processing the invoice as the item(s) X has non supported UOM code	Please check the Unit of Measure for the line item "X" and match it with the reference PO.
There was an error in processing the Invoice as the item(s) X have duplicate Additional Field Names Tax Base	Check the Additional Field Name attribute in the Invoice structure.

Invoice Error Messages and Resolution

ERROR MESSAGE	RESOLUTION
Total Credit Taxes cannot be greater than total permissible Item Taxes (Line Number : X)	Credit Invoice - make sure the total VAT amount does not exceed the items' amount.
Unit Price Sign Cannot be changed for following line item(s): X	Please match the Unit Price sign with the reference PO before resubmitting the invoice.
UOM should match with PO line for line items:X	Correct the UOM/PO line reference between the invoice and PO and then reprocess the invoice.
CxmlToJsonTransformation - There is an error in XML document	Please contact GEP regarding this error.
Please select Date of Supply or Service (End Date)	Correct the respective tag in cXML format and resend the invoice.
Total Credit Quantity cannot be greater than Total Invoiced Quantity (Line Number : X)	Check with GEP team or Roche, how much quantity is available on the invoice to be credited (If some is already reversed), correct the quantity and reprocess the Credit Invoice.
HTTP - Validation: PartnerInvoiceNumber is Duplicate	Please send separate reference number for partner invoice.
Quantity Cannot be zero for following line item(s): X	Please add the valid quantity on the referred invoice line and repost the invoice.

Invoice Error Messages and Resolution

ERROR MESSAGE	RESOLUTION
Unsupported file format	Supplier to check if the invoice sent is in cXML format.
Error : ForwardInvoiceManuallyToRoche	Correct the VAT ID on the invoice and reprocess the invoice.
Invoice currency cannot be different than that of order	Catalog PO: Modify the currency on the invoice to match the currency of the PO and reprocess the invoice Non-catalog PO: Send the invoice to ROCHE AP team via PDF for processing.
Shipping Charge issue	Change the Shipping Charges to reflect a positive amount and reprocess the invoice.
Invalid unit price sign	Correct the UNIT PRICE sign to reflect a positive amount and reprocess the invoice.
UOM should match with PO line for line items	Check for the correct quantity to be mentioned for that line level (Integer Value), correct the cXML and reprocess the invoice.

ASN Error Messages and Resolution

ERROR MESSAGE	RESOLUTION
Cannot create ASN as order is not in valid status	The original PO status has changed. Please contact the PO author for details.
Cannot create ASN for service line items : X	ASN can only be created for material items. For services please create a Service Confirmation.
Cannot create ASN for zero shipped quantity lines. ASN line numbers : X	The quantity for shipped items has to be a positive integer, please review the entered quantity for line item X.
Invalid order line number : X	The item line number is not corresponding with the original PO. Please review the order line item number.
Invalid Order number	The original PO number is not corresponding with the order reference in the ASN. Please review the PO reference number.
Invalid Order Status	The status of the order has been changed, please contact your Roche Buyer for clarification.
Line number cannot be duplicate	You may only submit every line once, please review the line items for duplicate line numbers.
Line number cannot be zero	Line number needs to correspond with the original PO and has to be a positive integer.
Order line reference cannot be duplicate	The original PO reference line number is duplicate. Please review the referenced line numbers.

ASN Error Messages and Resolution

ERROR MESSAGE	RESOLUTION
Order line reference is mandatory	The order line reference is missing. Please review and add the reference line number.
Line reference is mandatory	The line reference is missing. Please add the line reference number to the ASN attributes.
Order PartnerCode and ASN PartnerCode Mismatch	The partner code on the original PO and the ASN must match. Please review which entity the PO was issued for and correct it on the ASN.
Shipment Date cannot be in the past. Enter a valid date	The date of shipping needs to be between the date of ASN submission and the delivery date.
Supplier ASN Number cannot be duplicated	The ASN number already exists, please correct the ASN number and resubmit the ASN.

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