

Polaris Project

STP500 and STP501 – Common Troubleshooting Issues Job Aid

Version 1.0

1. Introduction

This Job Aid contains examples of errors you may encounter when using the Ariba Network and their suggested resolutions.

2. Common Troubleshooting Issues

Example of Full Text Error	Generalized Error	Additional Comment	How to Resolve
Rejected Service Entry Sheet Reason: No provision for service entry for purchase order 4501763702.	No provision for service entry for Purchase Order (PO)	For SES to be accepted , converted PO should have Goods Receipt (GR) flag checked.	Contact PO Buyer
Rejected Service Entry Sheet Reason: Line XXXXXXXXXXXX: please specify a service.	Specify a service	Incorrect Service Line Entry or no Service Lines included	Review training on how to create Invoice line against Limit PO
Rejected Service Entry Sheet Reason: DOC-1: The document was added to the pending queue for download. SES-25: Comments from 3M Company: Accepted DOC-1: SES-21: The Service Sheet status has been successfully updated to Rejected by 3M Company.	Reversed by 3M	Document rejected by 3M	Review training on how to create an Invoice
Rejected Service Entry Sheet Reason: Unplanned service Contract Renewal - [Additional Description].	Unplanned service "... " may not be entered.	Review training on how to create Invoice against a Limit or Free Text Description Service PO.	Review training on how to create Invoice against a Limit or Free Text Description Service PO

Example of Full Text Error	Generalized Error	Additional Comment	How to Resolve
Rejected Service Entry Sheet Reason: Service you must enter other charge type below: no limit amounting to [XX,XXX.XX] for unplanned services exists.	No limit amounting to "." for unplanned service.	Converted PO beginning with 45XXXXXXXXX. Converted PO did not have correct flag.	Contact PO Buyer
Rejected Service Entry Sheet Reason: SES-20: The subtotal on Service Sheet line 1 does not match the subtotal on order line 1 for purchase order XXXXXXXXXXXX and exceeds the tolerance limit specified by the buyer.	Exceeds the tolerance limit specified by the buyer	If Invoice is rejected - Supplier may need to submit new invoice.	Contact PO Buyer

Revision History

Date	Version	Description	Author
09-Jan-2019	1.0	Created	Trinity Schumacher
09-Jan-2019	1.0	Format according to standard template	Alex Hassan
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