



Invalid Material Resolution Overview

The Invalid Material Resolution Overview provides instructions on how to resolve order lines with unidentified or unavailable material IDs. The resolution steps for these order lines cover scenarios in which there are single or multiple replacement options. Users will be notified via email if there is an issue with an order line.

Features shown within this document may not be available in all countries and users may not have access to all options.

Order Details

If there are invalid materials listed within an order, you may notice a status message at the top of the page informing you of the order resolution status. In the example below, the order has three issues that need attention. Clicking the “View issues below” link will sort the order lines so all lines with issues requiring action are at the top. Note, you will need to resubmit the order after the issues have been addressed.

United States - English

3M Science. Applied to Life.™ Products Orders Account Resources Training

bCom > Order Status >

⚠️ Your order has 3 issues that need your help.
Submit your changes after you address the issues noted below. [View issues below.](#) Submit my changes

Order Details View all orders

PO# 5789 Partially shipped

3M order #: Placed on: 01/19/2024 Order placed via: EDI Invoice: NA

Agreement Shipping

Ultimate destination country
Honduras

Customer notes
Q2 2024 Warehouse fulfillment order

[View packing list](#) [View all invoices](#)

Order summary	
May include freight and other charges	
Item total	\$44,822.00
May include freight and other charges	
Taxes	\$2,860.98
Estimated order total	\$47,682.98

Order actions

Scroll to see listed invalid items. Click on the “Resolve” button for each item to learn more.

3M line #	Status	Description	Price per	Quantity	Price	Actions
10	In Process	No description Your ID number: Not Found	\$0.00 per Bag	18 Bag	\$0.00	▼
Invalid item						Resolve
20	In Process	No description Your ID number: Not Found	\$0.00 per Bag	20 Bag	\$0.00	▼
Invalid item						Resolve

In the case that there is a direct replacement, one replacement option will be provided.

If there are multiple suggested alternatives, you will be presented with the replacement options for your order line. Select one of the options shown as a replacement or remove the line from your order. You also have the option to check the availability of the material by clicking on the “check availability” link.

You may also search for a different material from the product catalog, if you wish.

No description
Your ID number: Not Found

Invalid item

We didn't recognize the item you tried to order.

You can select a suggested replacement, search for a replacement, or [remove this line item](#) from your order.

Suggested replacements

 3M™ PTFE Film Tape 5490, Brown, 3 in x 36 yd, 3.7 mil, 3 rolls per case 3M Stock: 98021248905 Previous Stock: 98021248905 UPC: 98021248905 3M Catalog ID: 98021238278 Your Catalog: NSN 3139001216210 Availability: In Stock: 48 Case Check availability Est. Lead Time: 3 Working Days Stock Type: Standard List: \$ /case Net: \$ /case Minimum Order Quantity: 100 Minimum Order Increment: 25 Select	 3M™ Electronic Double Sided Tape 82600, Clear, 1000 mm x 200 m, 0.005 mm, 1 Roll/Case 3M Stock: 98021248905 Previous Stock: 98021248905 UPC: 98021248905 3M Catalog ID: 98021238278 Your Catalog: NSN 3139001216210 Availability: In Stock: 48 Case Check availability Est. Lead Time: 3 Working Days Stock Type: Standard List: \$ /case Net: \$ /case Minimum Order Quantity: 100 Minimum Order Increment: 25 Select	 3M™ Polyester Protective Tape 336, Transparent, 11 3/4 in x 144 yd, 1.5 mil, 1 roll per case 3M Stock: 98021248905 Previous Stock: 98021248905 UPC: 98021248905 3M Catalog ID: 98021238278 Your Catalog: NSN 3139001216210 Availability: In Stock: 48 Case Check availability Est. Lead Time: 3 Working Days Stock Type: Standard List: \$ /case Net: \$ /case Minimum Order Quantity: 100 Minimum Order Increment: 25 Select
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Once you have selected your replacement material, populate the “item details” fields to customize your replacement request or remove the line item from your order.

No description
Your ID number: Not Found

Provide additional information.
Use the "Item details" fields to customize your replacement request or [remove this line item](#) from your order.

Item details

Unit: Select unit
Packaging conversions:

Net price: \$ /Case

Quantity: Minimum order quantity: 4 cases
Increments of: 2 cases

Contract ID (optional): Enter contract ID

Order line options

Replace item on same order line.
The new item will retain the original order line number.

Cancel line item, and add a new order line.
The new item will create a new order line at the bottom of your order.

3M™ PTFE Film Tape 56XL, Brown, 3 in x 36 yd, 3.7 mil, 3 rolls per case

3M Stock	Previous Stock
99021248905	99021248905
UPC	3M Catalog ID
99021248905	99021236279
Your Catalog	NDN
	3139001216210

Availability: In Stock: 48 Case
[Check availability](#)

Est. Lead Time: 3 Working Days

Stock Type: Standard

List: \$ /case
Net: \$ /case

Minimum Order Quantity: 100
Minimum Order Increment: 25

Continue **Back**

Use the options under order line updates to choose to either replace the original order line or cancel the original line and add a new line for your alternative material.

Note: to help prevent future errors, you will need to update your system with the latest 3M product information. Click the “I’m not able to update my system” link if you need assistance. Provide the information requested in the pop-up box and click the “Apply to future orders” button.

To help prevent future errors like this, you must update your system. [I'm not able to update my system.](#)

Help us match our system information with yours

If you can't update your system, we can update ours to try to prevent these errors in the future. Please provide the information requested below. For your catalog number, please limit your entry to letters (uppercase or lowercase), numbers, or spaces.

Your catalog number
Catalog number

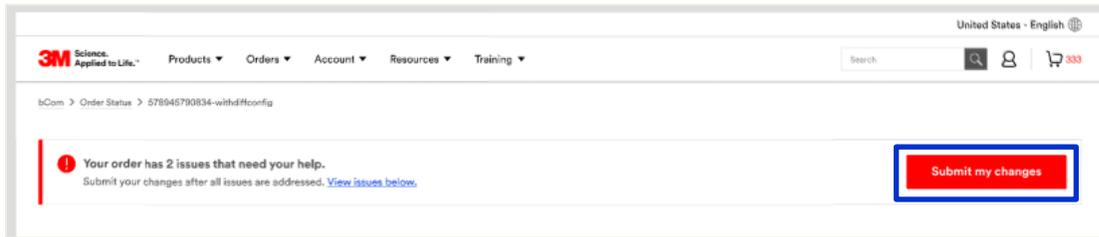
Preferred unit of measure
Preferred unit of measure

Please note: Updates may not be immediate and may resolve all future order errors of this type.

Updating your own system is the best way to help prevent future errors.

Apply to future orders **Back**

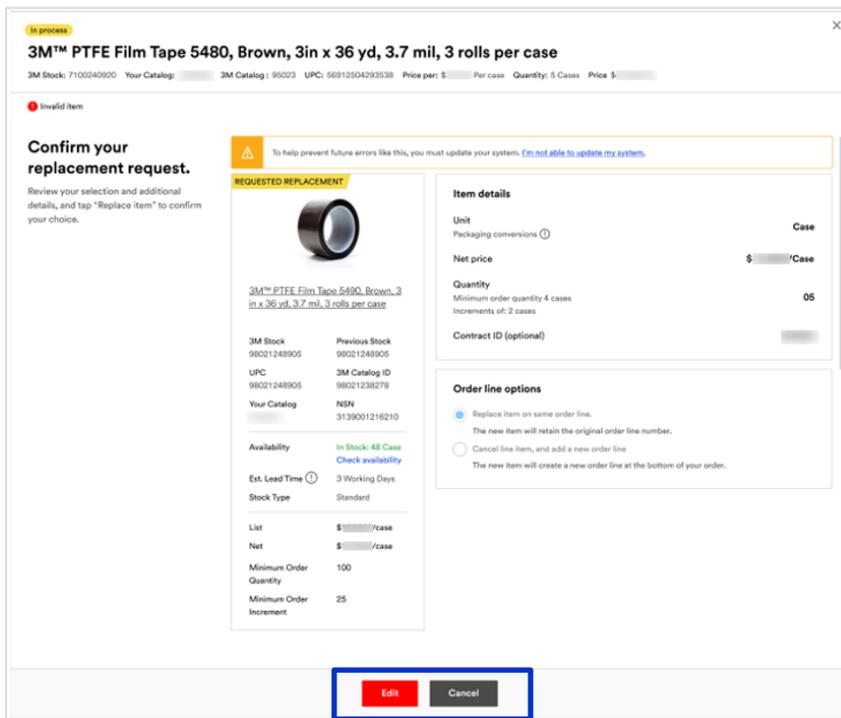
You should continue to see a status message until all issues have been addressed. Review each line item one by one to resolve. Click “Submit my changes” when your changes are complete.



Once an invalid item is corrected, you will see a new status message. You also have the option to review changes by clicking on the “View changes” button.

3M line #	Status	Description	Price per	Quantity	Price	Actions
10	In Process	No description Your ID number: Not Found				
		REQUESTED REPLACEMENT 3M™ PTFE Film Tape 5490, Brown, 3 in x 36 yd, 3.7 mil, 3 rolls per case 3M Stock: 7100240920 Your Catalog: [redacted] 3M Catalog : 9502+ UPC: 56912504293538	\$ [redacted] Per c...	5 Cases	\$ [redacted]	
<div style="border: 1px solid blue; padding: 2px;"> i Invalid material Replacement requested – tap “Submit my changes” above to complete this update. </div> <div style="float: right; border: 1px solid blue; padding: 2px;">View changes</div>						

If you select “View changes” you are able to see your selection details and edit. Click the “Edit” button to make changes and save. Select “Cancel” if you do not wish to make further changes to the line.



Canceling an Item

If you'd like to remove a line item from your order, select the item you wish to remove. Select the "remove this item" link.

On hold

3M™ Trizact™ Hookit™ Foam Abrasive Disc30562, 5000, 5 in (127 mm), 15 Discs/Carton, 4 Cartons/Case

3M Stock: 7100240920 Your Catalog: 3M Catalog: 95023 UPC: 56912504293538 Price per: \$ Per case Quantity: 5 Cases Price !

Invalid item

The item you ordered is not available.

You can select one of the options shown here as a replacement, or [remove this line item](#) from your order.

3M Stock	Previous Stock
98021248905	98021248905
UPC	3M Catalog ID
98021248905	98021238278
Your Catalog	NSN
	3139001216210

Availability: In Stock: 48 Case [Check availability](#)

Est. Lead Time ⓘ 3 Working Days

Stock Type: Standard

List	\$	/case
Net	\$	/case
Minimum Order Quantity	100	
Minimum Order Increment	25	

Select

 3M™ PTFE Film Tape 5490, Brown, 3 in x 36 yd, 3.7 mil, 3 rolls per case | 3M Stock | Previous Stock | |--------------|----------------| | 98021248905 | 98021248905 | | UPC | 3M Catalog ID | | 98021248905 | 98021238278 | | Your Catalog | NSN | | | 3139001216210 | Availability: In Stock: 48 Case [Check availability](#) Est. Lead Time ⓘ 3 Working Days Stock Type: Standard | List | \$ | /case | |-------------------------|-----|-------| | Net | \$ | /case | | Minimum Order Quantity | 100 | | | Minimum Order Increment | 25 | | Select | 3M™ Polyester Protective Tape 336, Transparent, 1.1 3/4 in x 144 yd, 1.0 mil, 1 roll per case | 3M Stock | Previous Stock | |--------------|----------------| | 98021248905 | 98021248905 | | UPC | 3M Catalog ID | | 98021248905 | 98021238278 | | Your Catalog | NSN | | | 3139001216210 | Availability: In Stock: 48 Case [Check availability](#) Est. Lead Time ⓘ 3 Working Days Stock Type: Standard | List | \$ | /case | |-------------------------|-----|-------| | Net | \$ | /case | | Minimum Order Quantity | 100 | | | Minimum Order Increment | 25 | | Select |

A pop-up box will appear confirming that you'd like to remove the item from the order. Note, submitting this request does not guarantee a cancellation. Shipping status, supply chain processes, and business policies are examples of why a cancellation request may not be fulfilled.

Click the "Request item cancellation" button.

Request to remove this item from your order?

Please note: submitting this request does not guarantee a cancellation. Shipping status, supply chain processes, and business policies are examples of why a cancellation request may not be fulfilled.

[Request item cancellation](#) Back

You will then see a new message on the Order Details page indicating that the item has been cancelled. Click “Submit my changes” to complete the update.

The screenshot shows the 3M Applied to Life Order Details page for order #5789. At the top, a notification states: "Your order has 2 issues that need your help. Submit your changes after all issues are addressed. View issues below." A red "Submit my changes" button is highlighted with a blue box. Below this, the "Order Details" section includes PO# 5789, a "Partially shipped" status, and an "Order summary" table:

Order summary	
May include freight and other charges	
Item total	\$44,822.00
May include freight and other charges	
Taxes	\$2,860.98
Estimated order total	\$47,682.98

The "Items" section shows a table with one item in an "In process" state:

3M line #	Status	Description	Price per	Quantity	Price	Actions
10	In process	3M™ Triacel™ HookIt™ Foam Abrasive Disc30562, 5000, 5 in (127 mm), 15 Discs/ Carton, 4 Cartons/Case		5 Cases		

Below the table, a message states: "Invalid item | Cancel line selected - tap 'Submit my changes' above to complete this update." A blue box highlights this message and an "Undo" button.

Here, you will have the opportunity to undo the cancellation request if needed and keep the item on your order by clicking the “Undo” button.

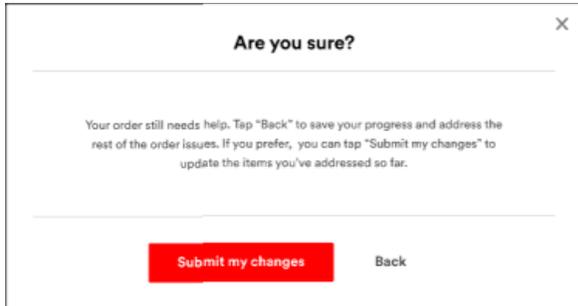
The dialog box titled "Undo cancellation request" asks: "Would you like to undo the cancellation request and keep this item on your order?" At the bottom, there are two buttons: a red "Undo" button (highlighted with a blue box) and a "Back" button.

Clicking undo will revert the line to its original state (with the order issue).

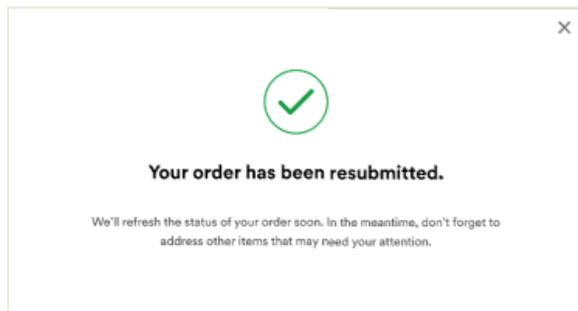
Submit Changes

Once all your order issues are addressed, click the “Submit my changes” button within the pop-up box.

If the order still has unresolved issues on other lines, you will be asked if you want to proceed.



If you select “Submit my changes” or if there are no other lines requiring action, you will see the confirmation pop-up box:



Once submitted, you will see the following message:



Support

For questions regarding site navigation, please contact Customer Service.