ARIBA INVOICE ERROR MESSAGES

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How to find your invoice error reason.

1: Where can I find the error message of my Ariba invoice if it is in a 'Rejected' status.

In your Ariba account, you can find your invoice by navigating to the '**Invoices'** tab at the top of the screen.

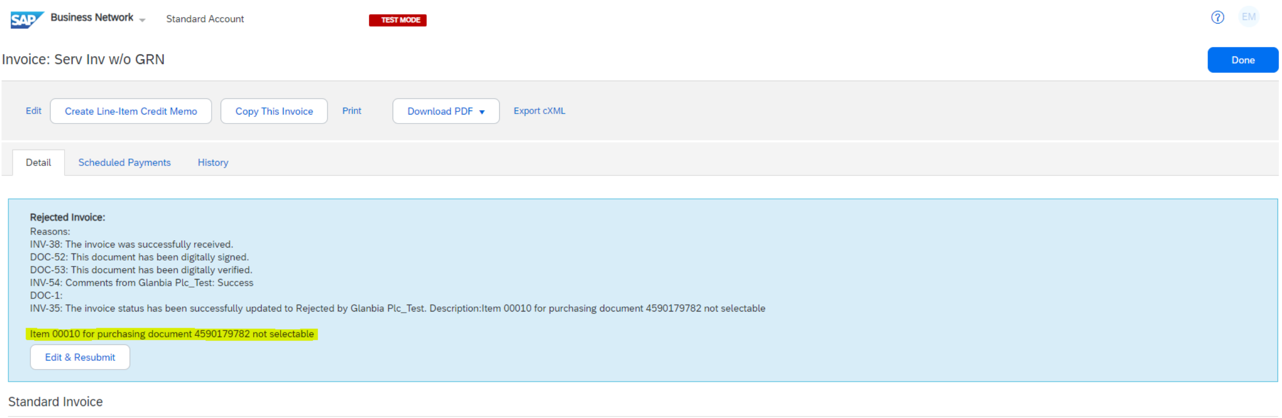
From here, you can either search for a specific invoice using the '**Invoice number'** filter, or search for all Rejected invoices in a period by setting the **Invoice status** dropdown to '**Rejected'**.

Click **Apply** to apply the filters once set, and the invoice results shown will update per your criteria.

Click into the invoice with the Invoice status of '**Rejected'**.

You will see a blue box at the top of the page with a description of the rejection reason.

Depending on the description, please navigate to the relevant section below, which outlines the error message in more detail, and includes steps on how to resolve the issue.



Ariba Invoice Error Messages, Meanings & Resolutions

2: The Tirlán approver has rejected this invoice

Meaning:

- Your invoice reached us successfully, but was rejected by our approver.

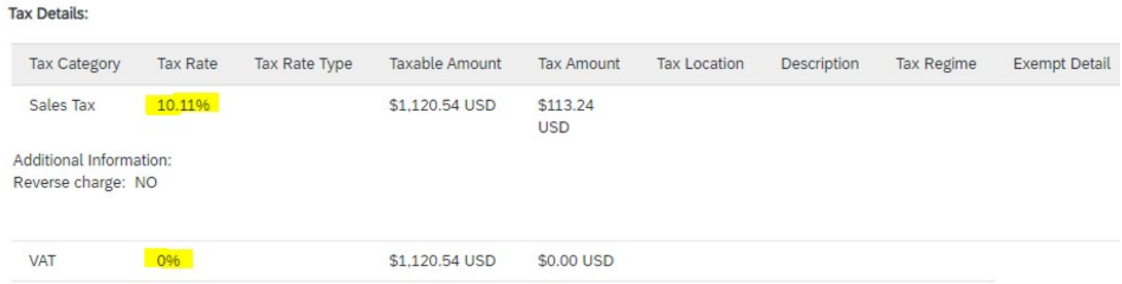
Solution:

- Please **reach out to your Tirlán contact** for the rejection reason & action required.

3: A sequence of more than one item is not allowed as the first argument of …

Meaning:

- You have entered more than one rate of VAT on a line(s) of your Ariba invoice, which is not allowed.


Tax Details:

Tax Category	Tax Rate	Tax Rate Type	Taxable Amount	Tax Amount	Tax Location	Description	Tax Regime	Exempt Detail
Sales Tax	10.11%		$1,120.54 USD	$113.24 USD				

Additional Information:
Reverse charge: NO

VAT	0%		$1,120.54 USD	$0.00 USD				

Solution:

- Click on the **Edit and re-submit** button and re-submit your invoice, ensuring that only one rate of VAT is applied per line item.

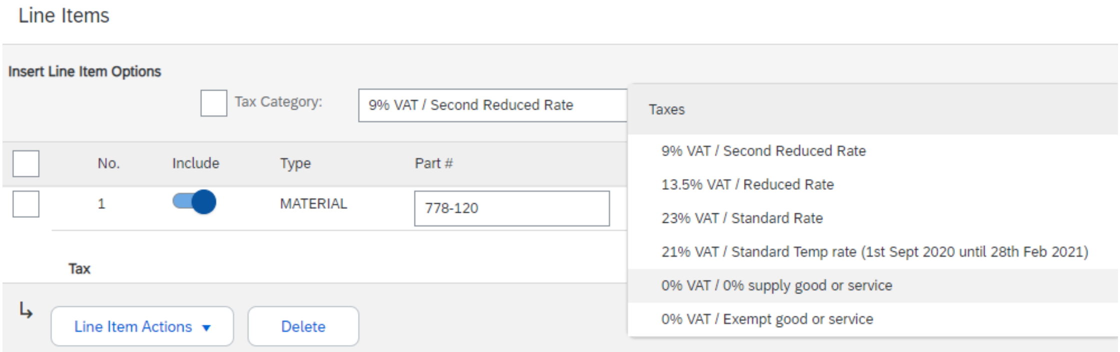
4: Assigning a new tax key not possible

Meaning:

- You have chosen an incorrect tax rate that does not match with tax entries maintained in Tirlán's SAP system. Hence, Tirlán rejected the processing of the invoice.

Solution:

- Click on the **Edit and re-submit** button and re-submit your invoice, ensuring the Bill From and Supplier addresses are in the correct country for the proper tax categories to populate in Ariba.



5: Tirlán Plc does not accept invoices for expired blanket purchase orders.

Meaning:

- The Framework Order you are trying to invoice against has exceeded its validity date.

Solution:

- Please **reach out to your Tirlán contact** requesting the Framework Order validity be extended.
- Once the Framework Order validity has been extended, you can **edit and re-submit** your invoice.

6: Item for purchasing document not selectable

Meaning:

- This error occurs from a vendor set up issue which needs to be corrected on Tirlán's side.

Solution:

- These rejections are monitored daily, and we will address and re-send the invoice once resolved.
- If your invoice is in this status for an extended period, please contact apcustomersupport@tirlan.ie .

7: Document dispatch failed.

Meaning:

- Digital signature missing on invoice.

Solution:

- Invoice can be resubmitted after some time by supplier, or our team will resend/process the failed invoice at Tirlán's end.
- If you are still unable to successfully submit your invoice, you can **contact SAP Support** to understand the root cause of this error.

8: The subtotal of line item X exceeds the buying organizations line item subtotal limits.

Meaning:

- The invoice line item's subtotal is greater than the purchase order (PO) line item's subtotal, and buyer does not allow you to increase line item quantities because 'Allow suppliers to increase item quantities' invoicing rule is disabled.

Solution:

- You must invoice for quantities less than or equal to the PO line item subtotal to avoid this error.
- If the subtotal price needs to be increased, please **reach out to your Tirlán contact**.

9: Tax code XX also exists

Meaning:

- You have entered more than one rate of VAT on the same line of your invoice, which is not allowed.

Tax Details:

Tax Category	Tax Rate	Tax Rate Type	Taxable Amount	Tax Amount	Tax Location	Description	Tax Regime	Exempt Detail
Sales Tax	10.11%		$1,120.54 USD	$113.24 USD				

Additional Information:
Reverse charge: NO

VAT	0%		$1,120.54 USD	$0.00 USD				

- This error message can also appear if you set the 'Unit Price' of a line(s) to a value of 0.

Line No.	Line Ref No.	Type	Part No. / Description	Qty / Unit	Unit Price
1	1	MATERIAL	Not Available Overtime & Call-out costs 2023	1 / (EA)	0.00 EUR

Solution:

- Click on the **Edit and re-submit** button and re-submit your invoice, ensuring that only one rate of VAT is applied per line item, and that no line items have a unit price of 0.

10: Quantity/Unit price must be greater than zero.

Meaning:

- The invoice 'Sub Total' of a line(s) is a value of 0 or less.

Line No.	Line Ref No.	Type	Part No. / Description	Qty / Unit	Unit Price	Sub Total
1	00010	SERVICE	NON CATALOG ITEM Contract Labor - MFG	-1 / (PCE)	$881.28 USD	$-881.28 USD

Solution:

- On a Standard Invoice, subtotals of 0 or negative amounts are not allowed.

- Click on the **Edit and re-submit** button and re-submit your invoice, ensuring that all line items have a subtotal value greater than 0.00

If you need to submit a credit memo, please follow this guide: [Submitting Credit Memos]

11: Purchasing document XXXXXXXXXX has deletion indicator

Meaning:

- The purchase order referenced on your invoice has been deleted by Tirlán.

Solution:

- Deleted purchase orders cannot be invoiced further.
- If this has been done in error, please **reach out to your Tirlán contact** .

12: Quantity invoiced greater than goods receipt quantity

Meaning:

- The quantity entered on the invoice is greater than the amount that has been receipted.

Batch	Reference	Sh...	MvT	Material Doc...	Item	Posting Date	Entry Date	Time of...	Σ	Quantity	OUn	Σ	Amount	Crcy
	059822	GR	101	5011436638	1	23.03.2024	23.03.2024	11:48:19		52	EA		148.20	EUR
Tr./Ev. Goods receipt									▪	**52**	**EA**	▪	**148.20**	**EUR**

Line No.	Line Ref No.	Type	Part No. / Description	Customer Part No.	Qty / Unit
3	00030	MATERIAL	NON CATALOG ITEM HERB MIX	000000000009071080	54 / (EA)

Solution:

- Click on the **Edit and re-submit** button and re-submit your invoice, ensuring the invoice quantities match the receipt amounts.
- **Reach out to your Tirlán contact** if there is a discrepancy in goods receipts.

13: Item x Order x budget exceeded

Meaning:

- The Framework Order you are trying to invoice against has exceeded its budget for a line item(s).

Solution:

- Please **reach out to your Tirlán contact** requesting the Framework Order budget be extended.
- Once the Framework Order budget has been extended, you can **edit and re-submit** your invoice.

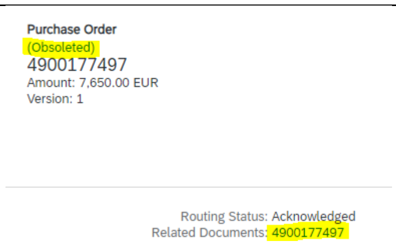
14: Order reference is an obsolete, duplicate, or replaced order.

Meaning:

- You are referencing an obsoleted version of the Purchase Order and not to the latest version.

Solution:

- When a PO is amended, you will receive a new PO notification & updated version from Ariba.
- You must always access the invoice creation from the most recent version of this PO.
- Before selecting 'Create Invoice' from the PO, first ensure there isn't a 'Obsoleted' indicator above the PO number (as below) – if there is, click the PO number in the 'Related Documents' section below to switch to the latest, active version of the PO before proceeding to invoice.



Purchase Order
(Obsoleted)
4900177497
Amount: 7,650.00 EUR
Version: 1

Routing Status: Acknowledged
Related Documents: 4900177497

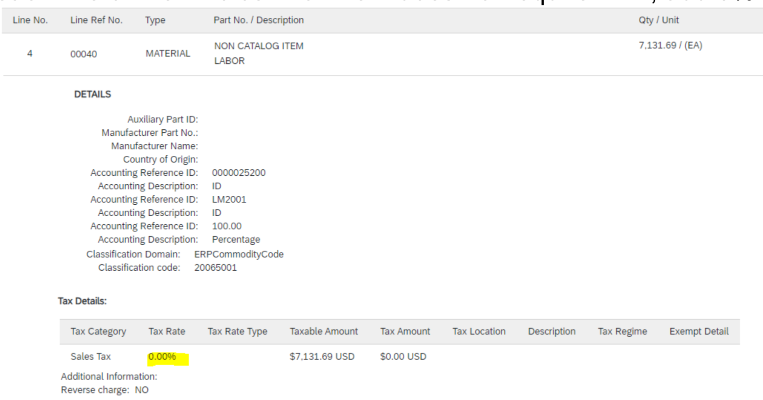
15: The tax/VAT information/rate in 'line item X'/'the invoice summary' is missing.

Meaning:

- A tax/VAT rate has been excluded from a line item on your invoice.

Solution:

- Click on the **Edit and re-submit** button and re-submit your invoice, ensuring to add a VAT rate to each line of the invoice. If an item does not require VAT, add 0%.



Line No.	Line Ref No.	Type	Part No. / Description	Qty / Unit
4	00040	MATERIAL	NON CATALOG ITEM LABOR	7,131.69 / (EA)

DETAILS

Auxiliary Part ID:
Manufacturer Part No.:
Manufacturer Name:
Country of Origin:
Accounting Reference ID: 0000025200
Accounting Description: ID
Accounting Reference ID: LM2001
Accounting Description: ID
Accounting Reference ID: 100.00
Accounting Description: Percentage
Classification Domain: ERPCommodityCode
Classification code: 20065001

Tax Details:

Tax Category	Tax Rate	Tax Rate Type	Taxable Amount	Tax Amount	Tax Location	Description	Tax Regime	Exempt Detail
Sales Tax	0.00%		$7,131.69 USD	$0.00 USD				

Additional Information:
Reverse charge: NO

16: The tax rate in line item x is not a valid value.

Meaning:

- This occurs from inputting a VAT rate which isn't an applicable option.

Solution:

- Click on the **Edit and re-submit** button and re-submit your invoice, ensuring to select a valid VAT rate from the dropdown list in Ariba.

Example Before:

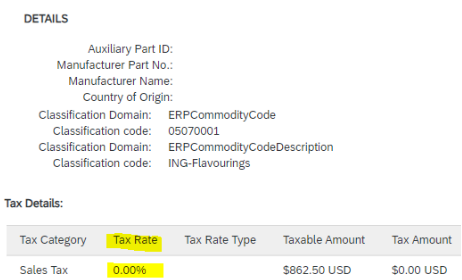
DETAILS

Auxiliary Part ID:
Manufacturer Part No.:
Manufacturer Name:
Country of Origin:
Classification Domain: ERPCommodityCode
Classification code: 05070001
Classification Domain: ERPCommodityCodeDescription
Classification code: ING-Flavourings

Tax Details:

Tax Category	Tax Rate	Tax Rate Type	Taxable Amount	Tax Amount
Sales Tax			$862.50 USD	$0.00 USD

Example After:



DETAILS

Auxiliary Part ID:
Manufacturer Part No.:
Manufacturer Name:
Country of Origin:
Classification Domain: ERPCommodityCode
Classification code: 05070001
Classification Domain: ERPCommodityCodeDescription
Classification code: ING-Flavourings

Tax Details:

Tax Category	Tax Rate	Tax Rate Type	Taxable Amount	Tax Amount
Sales Tax	0.00%		$862.50 USD	$0.00 USD

17: Valuation data for material XXXXXXX is locked by the user XXXXXXX.

Meaning:

- PO material master data is open in edit mode at Tirlán's end.

Solution:

- Invoice can be resubmitted after some time by supplier, or our team will resend/process the failed invoice at Tirlán's end.

18: User X already processing Purchasing doc. item XXXXXXXXXX XXXXX

Meaning:

- PO material master data is open in edit mode at Tirlán's end.

Solution:

- Invoice can be resubmitted after some time by supplier, or our team will resend/process the failed invoice at Tirlán's end.

19: Inv. not automatically created, potential duplicate exists

Meaning:

- This error message occurs occasionally during degradation whereby your invoice submits twice to us.

Solution:

- If you see this error message, no action is required.
- Our team will resend/process the failed invoice at Tirlán's end.

20: The unit 'price'/'currency'/'of measure' on invoice line X does not match the unit 'price'/'currency'/'of measure' on order line X for purchase order XXXXXXXXXX. (and it exceeds the unit price tolerance limit specified by the buyer)

Meaning:

- Mismatch in unit price from Purchase Order to Invoice. Also, it is crossing the tolerance limit set in buyer's transaction rules. This is likely to occur where a PO has been updated with a new price, and the supplier attempts to submit a credit memo for their original invoice at the original price.

Solution:

- **Reach out to your Tirlán contact** to reverse the existing goods receipt at the new price and change the PO unit price back to its original value.
- Click on the **Edit and re-submit** button and re-submit your credit memo.
- **Reach out to your Tirlán contact** to submit the Ariba receipt for the new quantity which will now pick the PO's old unit price (same as invoiced amount)
- The PO unit price can then be amended to the new price for any future invoicing, if required.

21: Multiple instances of vat not allowed

Meaning:

- You have entered more than one rate of VAT on a line(s) of your Ariba invoice, which is not allowed.

Tax Details:

Tax Category	Tax Rate	Tax Rate Type	Taxable Amount	Tax Amount	Tax Location	Description	Tax Regime	Exempt Detail
VAT	13.5%		9.30 EUR	1.26 EUR		Reduced Rate		

Date of Supply Friday 9 Feb 2024 12:00 am GMT+00:00

Additional Information:
Reverse charge: NO

VAT	0%		9.30 EUR	0.00 EUR		0% supply good or service		

Date of Supply Friday 9 Feb 2024 12:00 am GMT+00:00

Solution:

- Click on the **Edit and re-submit** button and re-submit your invoice, ensuring that only one rate of VAT is applied per line item.

Tax Category	Tax Rate	Tax Rate Type	Taxable Amount	Tax Amount	Tax Location	Description	Tax Regime	Exempt Detail
VAT	13.5%		9.30 EUR	1.26 EUR		Reduced Rate		

Date of Supply Friday 9 Feb 2024 12:00 am GMT+00:00

Additional Information:
Reverse charge: NO

22: Freight Tolerance Exceeded. Please check Tirlán for valid amount.

Meaning:

- This error message occurs when you add shipping costs to an invoice, where your supplier group rules prevent you from doing so.

Solution:

- Click on the **Edit and re-submit** button and re-submit your invoice, ensuring to exclude shipping costs.

Invoice with Shipping costs:

Subtotal:	13,414.24 EUR
Total Tax:	3,172.63 EUR
Total Shipping:	379.82 EUR
Amount Due:	16,966.69 EUR

Invoice without Shipping costs:

Subtotal:	193.56 EUR
Total Tax:	44.52 EUR
Amount Due:	238.08 EUR

23: The 'Ship To'/'Bill To'/'Sold To'/'Remit To'/'From' information is missing or incomplete.

Meaning:

- The buyer needs the 'Ship To'/'Bill To'/'Sold To'/'Remit To'/'From' information in the Invoice.

Solution:

- Ensure that the 'Ship To'/'Bill To'/'Sold To'/'Remit To'/'From' information is present in the Invoice.

24: The 'quantity'/'subtotal' of line item XX exceeds the buying organizations line item 'quantity'/'subtotal' limits.

Meaning:

- The invoice line item's quantity is greater than the purchase order (PO) line item's quantity, and buyer does not allow you to increase line item quantities because 'Allow suppliers to increase item quantities' invoicing rule is disabled.

Solution:

- You must invoice for quantities less than or equal to the PO line item quantity to avoid this error.
- If the quantity needs to be increased, please **reach out to your Tirlán contact**.

25: Invoice can not be back-dated for more than x days.

Meaning:

- This error message appears when you attempt to submit an invoice with an invoice date which exceeds the back-dating rules set by Tirlán.

Solution:

- Click on the **Edit and re-submit** button and re-submit your invoice, ensuring to set your invoice date within 5 days of the goods receipt being completed.

How to find your Tirlán contact.

26: Where can I find the Tirlán contact for my purchase order my invoice is in a 'Rejected' status

If you do not know who the appropriate Tirlán contact is to reach out to, open the purchase order associated with your rejected invoice in Ariba.

In the '**Header Text**' section, the email of the contact who raised this purchase order will be given.