

# Resolving Alerts

**Alerts** are messages displayed in Ohio|Buys to a user during the course of them completing different activities. These messages let the user know useful information or that certain actions need to be taken in order to complete an activity. There are 2 types of alerts:

- ➔ **Blocking** alerts prevent the user from moving forward in a process. This means submitting, saving, approving, and rejecting cannot be completed until the alert is addressed.
- ⚠️ **Non-blocking** (i.e., caution or info) alerts serve as a warning and are usually a request for additional information or documentation. These alerts allow the user to move forward in a process; however, these alerts can become blocking alerts for other users or approvers. It is important to review the issues related to these alerts and resolve them if possible.

Users can see alerts on any page within Ohio|Buys during the course of completing any activity. Some alerts do not appear until information is saved and some alerts do not appear until a document is sent to certain approvers during the approval workflow. Most alerts can be resolved by updating information in certain fields. Please refer to the subsequent pages of this document for details on how to resolve alerts. If you are viewing this document electronically, we recommend using CTRL+F on your keyboard to quickly locate the alert you are trying to resolve.

For additional assistance with resolving alerts, please contact Ohio Shared Services at [ohiosharedservices@ohio.gov](mailto:ohiosharedservices@ohio.gov).

The screenshot shows the requisition page for 'REQ0000005643 - EUT - OFCC Requisitioner1 (Initialized)'. In the top left corner, there is an information icon (i) with a blue circle 'A' next to it. Below this icon, two alert messages are displayed in a box:

- ⚠️ - Requisition lines have one or more blocking alerts
- ⚠️ - Requisition lines have one or more NON-blocking alerts

The main content area is divided into 'Header' and 'Ship to' sections. The 'Header' section includes fields for Requisition ID (5643), Status (Initialized), Type (Standard Purchase), and Receiving Required? (No). The 'Ship to' section shows the address: P003964 SFC OH SCHOOL FACILITIES COMM Columbus, 30 W. Spring St., 4th Floor, 43215-2216 Columbus, Ohio.

Alerts can be found in the **Header** section of a particular page. These alerts are related to the entire request. Some alerts will prompt users to review details on the line level.

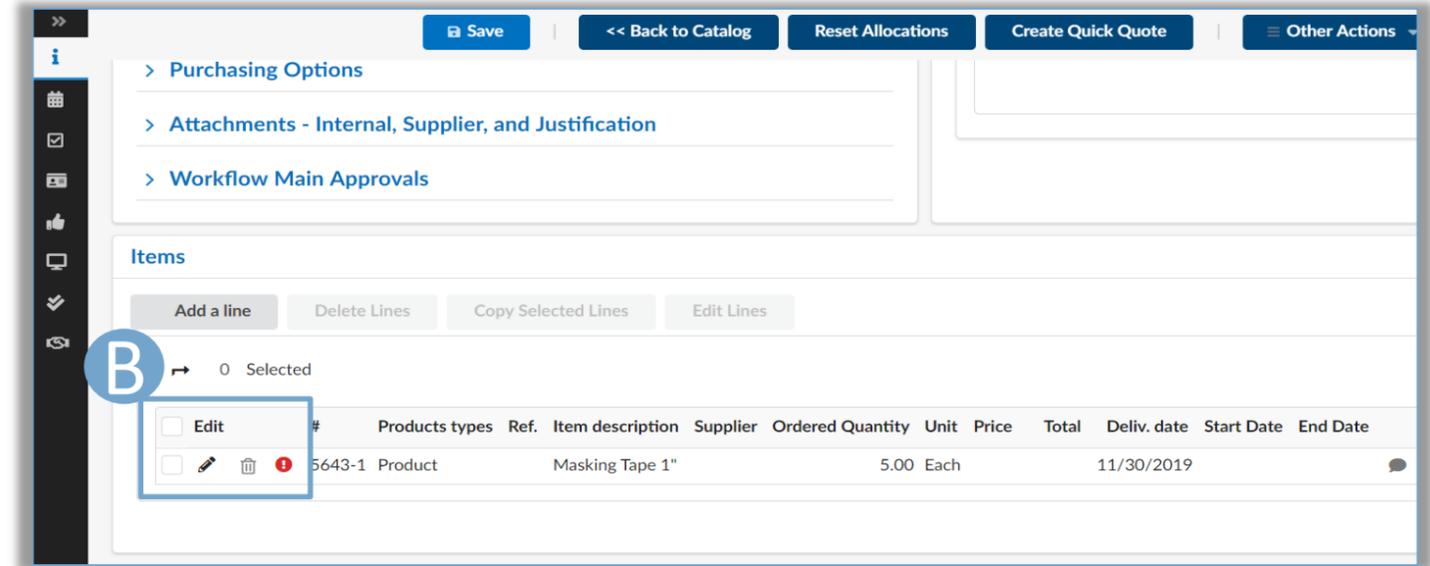
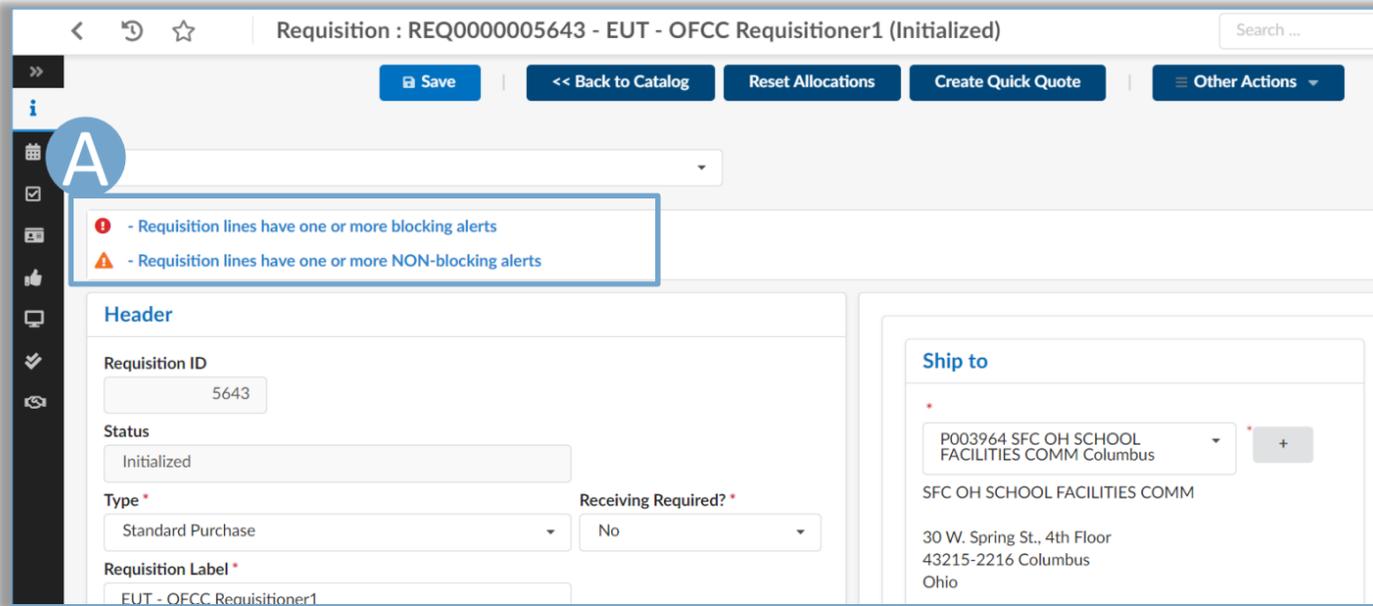
The screenshot shows the 'Items' section of the requisition page. At the top, there are buttons for 'Save', 'Back to Catalog', 'Reset Allocations', 'Create Quick Quote', and 'Other Actions'. Below these are sections for 'Purchasing Options', 'Attachments - Internal, Supplier, and Justification', and 'Workflow Main Approvals'. The 'Items' table has a toolbar with 'Add a line', 'Delete Lines', 'Copy Selected Lines', and 'Edit Lines'. A blue circle 'B' is next to the 'Edit Lines' button. The table contains one line item:

	#	Products types	Ref.	Item description	Supplier	Ordered Quantity	Unit	Price	Total	Deliv. date	Start Date	End Date
<input type="checkbox"/>	5643-1	Product		Masking Tape 1"		5.00	Each			11/30/2019		

The 'Edit Lines' button is highlighted with a blue box, and a red alert icon is visible in the row's action column.

Alerts can also sometimes be found on the line level of a particular page. These alerts only pertain to the line on which they are found. To view item details, select the **Pencil** (✎) icon.

# Resolving Alerts: Purchase Requisitions (Page 1 of 7)



Alerts can be found in the requisition **Header** section on the **Purchase Requisition** tab. These alerts are related to the entire request. Some alerts will prompt users to review details on the line level.

Alerts can also sometimes be found on the line level of a particular page. These alerts only pertain to the line on which they are found. To view item details, select the **Pencil** (  ) icon.

Type	Alert	Best Practice for Resolution
	<b>Action Required:</b> A blanket/encumbrance requisition type has been selected. Please adjust the order to contain 2 or fewer line items.	Your Requisition Type is Blanket/Encumbrance and has more than 2 lines items. To resolve this alert, remove the additional line items so there is only 1 line item in the purchase requisition. Any additional items will need to be purchased on a separate requisition.
	<b>Action Required:</b> A line item exceeds the balance on the selected Blanket Order. Please reduce the amount on the requisition or increase the Blanket Order balance through a PO modification.	The total value of the line items on this request exceed the total value of the associated blanket order. You can reduce the total value for this specific request or create a change order for the original blanket order to accommodate the quantity of goods being requested on this request.
	<b>Action Required:</b> A Pcard purchase has been indicated. Please ensure the Bill To address is equal to "PCard Bill-To 30 East Broad St 34th Floor 43215 Columbus Ohio UNITED STATES".	You have indicated that this requisition is a Pcard purchase. All Pcard purchases must have a Bill To address of 30 East Broad St 34th Floor 43215 Columbus Ohio. You will need to update the Bill To address on the requisition header in order to proceed.
	<b>Action Required:</b> All emergency purchases require a justification attachment. Please attach a justification to this requisition to continue.	The Requisition Type for this request is listed as Emergency. All requisitions of this type require an attachment in the "justification" category. Navigate to the requisition header and attach a justification document in the Attachments - Internal, Supplier, Justification section.

# Resolving Alerts:

## Purchase Requisitions (Page 2 of 7)

Type	Alert	Best Practice for Resolution
	<b>Action Required:</b> All ISTV Requisitions require ISTV Xref.	This request has chartfield information that indicates it is an ISTV requisition. These types of requests require an ISTV Xref to be entered on the line level. Review each line item to update the ISTV Xref number in order to move forward.
	<b>Action Required:</b> All sole-source or single-source procurements require a justification attachment. Please attach a justification to this requisition to continue.	You have indicated that this request is sole-source or single-source under the Purchasing Options section of the requisition header. You will need to attach a justification type document in order to proceed.
	<b>Action Required:</b> One or more line items are not linked with a payment schedule/subscription. Please link the line items with a payment schedule/subscription. Create a new requisition for any items that do not have a payment schedule/subscription.	Milestone/subscriptions require all lines to be linked to a payment schedule/subscription. One of the lines within your requisition is currently not linked to a payment schedule/subscription. Navigate to the Terms tab to add a milestone or subscription to the item.
	<b>Action Required:</b> One or more of the line items listed on the requisition has a minimum order quantity associated with it. Please check the items and update the quantity as applicable.	One or more line items are associated with a contract that has a minimum order quantity. The total quantity of items on the request needs to be at or above the minimum order quantity. Increase the quantity of the items in this request or add additional catalog items that are associated with the contract.
	<b>Action Required:</b> Pcard has been indicated for this order. Requisite suppliers cannot be paid using a Pcard. Please update the requisition by unchecking the Pcard slider.	You are attempting to purchase items supplied by a requisite program. These items cannot be purchased using a Pcard. You will need to uncheck the Pcard slider on the requisition header in order to proceed.
	<b>Action Required:</b> The "Order Supplier" field is missing for this item. Please update this line item with the dealer or supplier who will fulfill this order.	You have not indicated which supplier address or dealer should fulfill this order. Navigate to each line item and select an Order Supplier to proceed.
	<b>Action Required:</b> The commodity on this line item is limited to authorized users. Please contact your Agency Administrator for assistance or select a different commodity.	The commodity code associated with this item is restricted. Only authorized users can purchase items in this category. Please consider purchasing a different item, selecting a different commodity code if this is a non-catalog item, or reaching out to your Agency Admin if you must proceed with this request.
	<b>Action Required:</b> The contract referenced on this line has catalog items associated with it. Please remove this free form line item and select an item from the corresponding catalog to proceed.	One of the line items on this request is a non-catalog item, but has been tied to a contract. This contract already has items on the price list or catalog. Contracts with an existing price list cannot be tied to non-catalog items. You can erase the contract from the line item, delete the entire line item, or reach out to Ohio Shared Services to get the price list updated for this contract.
	<b>Action Required:</b> The requisition cannot be submitted because the 'Do Not Encumber' is checked and the Fiscal Year is in the future. Please update the 'Do Not Encumber' field or Budget Date.	You have indicated that this purchase should not be encumbered, but it is future dated. Purchases marked as "Do Not Encumber" will automatically become purchase orders and may be sent to the supplier. To ensure these funds are withdrawn from the correct fiscal year's budget, disengage the slider so that the funds will be encumbered.

# Resolving Alerts: Purchase Requisitions (Page 3 of 7)

Type	Alert	Best Practice for Resolution
	<p><b>Action Required:</b> The dealer currently selected as the order supplier does not accept Purchase Orders. Please review and select an alternative order supplier.</p>	<p>The Supplier you selected as your Order Supplier has indicated on their profile that they do not accept purchase orders. To push this request through the approval process and generate a purchase order, you will need to select a different Order Supplier. If you created a quick quote for this request, this may require you to award that quick quote to a different bidder.</p>
	<p><b>Action Required:</b> The contract referenced on this line has catalog items associated with it. Please remove this free form line item and select an item from the corresponding catalog to proceed.</p>	<p>One of the line items on this request is a non-catalog item, but has been tied to a contract. This contract already has items on the price list or catalog. Contracts with an existing price list cannot be tied to non-catalog items. You can erase the contract from the line item, delete the entire line item, or reach out to Ohio Shared Services to get the price list updated for this contract.</p>
	<p><b>Action Required:</b> The dealer currently selected as the order supplier does not accept Purchase Orders. Please review and select an alternative order supplier.</p>	<p>The Supplier you selected as your Order Supplier has indicated on their profile that they do not accept purchase orders. To push this request through the approval process and generate a purchase order, you will need to select a different Order Supplier and submit. If you created a quick quote for this request, this may require you to award that quick quote to a different bidder.</p>
	<p><b>Action Required:</b> The item(s) selected do not have a price. Please add a price or enter \$0 to continue.</p>	<p>You are attempting to create a purchase order and one of the line items does not have a unit price listed. You will need to update the price for the item to reflect what is on the contract or the quote in order to proceed.</p>
	<p><b>Action Required:</b> The line item selected is MBE Set-Aside, but the associated supplier selected is not a certified MBE. Please review the line item or quick quote and de-select MBE Set-Aside or select an MBE Supplier.</p>	<p>You have indicated that the line item is an MBE set-aside, but the Supplier in Ohio Buys has not indicated that they are a certified MBE. You will not be able to proceed until you select a different Supplier. If the Supplier should be registered as an MBE, then you will need to contact the Supplier to inform them that their information requires an update in Ohio Buys.</p>
	<p><b>Action Required:</b> The Origin Code field is blank or invalid. Please select an appropriate Origin Code to continue.</p>	<p>A value for the Origin Code field has not been selected and is required in order to move forward.</p>
	<p><b>Action Required:</b> The price on the line item does not match the price on the catalog. Please add a Quote ID to indicate the reason for the change.</p>	<p>The price for one or more items in this request differs from the price that has been entered into the catalog. Change the price back to the price listed on the contract. If you are receiving a discount on this item, you can modify the price and attach a justification type document to support this edit.</p>

# Resolving Alerts: Purchase Requisitions (Page 4 of 7)

Type	Alert	Best Practice for Resolution
	<b>Action Required:</b> This line item has a missing account code field. Please navigate to the Budget Information section and select an account code.	The line item on your request is missing an account code. This value typically defaults based on the commodity code; however, you will need to edit each line item and select the account code that is most appropriate.
	<b>Action Required:</b> This line item is missing one or more of the following chart of account fields: ALI, account, department, fund and/or program. Please navigate to the Budget Information section and select the appropriate values.	The line item on your request is missing multiple chartfield values. You will not be able to proceed until the missing values are added. Open each line item that displays an error and navigate to Budget Information to select the appropriate values.
	<b>Action Required:</b> This requisition currently contains zero line items. Please add line items to continue.	There are no items in this requisition. Select Add a Line or navigate to Shop> Browse Items to find products or services to purchase on this requisition.
	<b>Action Required:</b> This supplier only accepts Pcard orders. Please update to a Pcard order or consider selecting a different supplier.	You are attempting to submit a request to a Supplier that only accepts Pcards for payment. If you want to proceed, you will need to indicate that this is a Pcard order by clicking the Pcard slider on the requisition header and updating the bill-to address to 30 E. Broad St. If you do not want to purchase on a Pcard then you will need to select a different supplier for your line item(s).
	<b>Action Required:</b> Two or more Blanket Orders are referenced within the line items. Please associate only one Blanket Order to this requisition.	If you are purchasing items with funds that have been previously encumbered on 2 or more blanket orders then the items will need to be purchased on separate requisitions. There can only be one blanket order referenced per requisition. Create a new PR for each line that is associated with a different blanket order.
	<b>Action Required:</b> A State Term Schedule (STS) contract is associated with this line item. To reference this contract, please generate a quick quote to obtain a minimum of 3 quotes.	One or more catalog line items are associated with an STS contract. You will need to generate a quick quote within Ohio Buys to receive bids from the approved dealers for these items.
	<b>Action Required:</b> Only one supplier is allowed on a Blanket Order. Please select one supplier for this order and create additional Blanket Orders for other suppliers if necessary.	If you are encumbering funds for future purchases from different Suppliers, then those lines will need to be separated and placed on different PRs. There can only be one Supplier per PR for Blanket/Encumbrance orders. Create a new PR for each line that has a different Supplier.
	<b>Action Required:</b> The amount on this requisition exceeds the Controlling Board threshold. Please reduce the amount of the requisition or seek additional authority to make this purchase.	The total amount of this requisition surpasses the Controlling Board threshold. Consider reducing the total value of the purchase requisition. If the total value is not reduced, then the purchase requisition will require additional approvals and may result in delays in the approval process.
	<b>Action Required:</b> The sum of the milestone terms do not equal 100%. Please adjust the milestone terms so that the total equals 100%	The sum of the values of the milestone terms for this requisition does not equal 100% of the total value. Navigate to the Terms tab to review the values and add/edit milestones.

# Resolving Alerts: Purchase Requisitions (Page 5 of 7)

Type	Alert	Best Practice for Resolution
	<b>Action Required:</b> The total allocation on this line item does not equal 100%. Please review the allocations to ensure they equal a total of 100%.	The percentages or amounts assigned to each allocation on this line do not add up to the total value of the line. Adjust the percentages or amounts on each allocation so that the total is equal to the value of this line.
	<b>Action Required:</b> This requisition contains over \$2,500 in non-contract items. Please complete a quick quote or provide a justification document and Quote ID to submit this requisition.	The total value of the non-catalog or off contract spend is over \$2,500. This requires you to create a quick quote in Ohio Buys. If you already have a quote and this is not an STS contract purchase, then you do not need to generate a quick quote. Attach your existing quote as a justification type document on the header and add a Quote ID on the line level for all non-catalog items. The Quote ID can be a number for the quote or a brief description of the document provided by the Supplier.
	<b>Caution:</b> A blanket order for your organization is available to use with one of the suppliers indicated. Please consider using the Blanket Order if it is related to the current purchase requisition.	A blanket/encumbrance order was previously submitted by someone within your agency with a supplier that matches one of the suppliers in your requisition. Review any blanket orders within your agency to avoid using funds that have already been encumbered. If a blanket order applies to your purchase, select the order on the line level under "Blanket PO Line Item". If no blanket orders apply, then no further action is necessary.
	<b>Caution:</b> A contract associated with this Purchase Requisition is no longer valid. Please review the requisition to determine an alternative purchasing method.	The contract on the line level is no longer valid. You will need to delete the line item and select an alternative item from the catalog or you will need to erase the contract value under More Item Information and purchase the item from the supplier off contract.
	<b>Caution:</b> A Ship To address has been updated at the line level only. Please review and update all Ship To addresses, including what is listed at the header level as they will not be automatically updated.	A Ship To address on the line level differs from the Ship To address on the header and other lines. If all of your items are to be delivered to the same location, then you will need to make updates to all lines within the requisition.
	<b>Caution:</b> Both catalog and non-catalog items are listed in this requisition. This may result in the requisition being subjected to additional reviews.	This purchase requisition contains some line items that are found in the catalog and some that are non-catalog. The non-catalog items will require a quick quote and may delay the approval process for the entire request. Consider separating the catalog and non-catalog items into different purchase requisitions.
	<b>Caution:</b> Line item(s) have one or more alerts. Please review these alerts before submitting this purchase requisition.	One or more line items on this order have alerts. You will be able to continue without resolving the alerts, but this may cause delays while this order is being processed. Navigate to the Items section and review the alerts on each line.
	<b>Caution:</b> The amount on this requisition will exceed the allocated budget. Please review the chartfield string and update if needed.	A chartfield string in this requisition exceeds its budget. Check the remaining balance for your chartfield string(s) in OAKS. If the chartfield string will cause the budget to be exceeded, then consider using different chartfield information. If there is not a problem, work with your Agency Fiscal Approver and other finance personnel to make the necessary adjustments to the OAKS information prior pushing this PR forward.

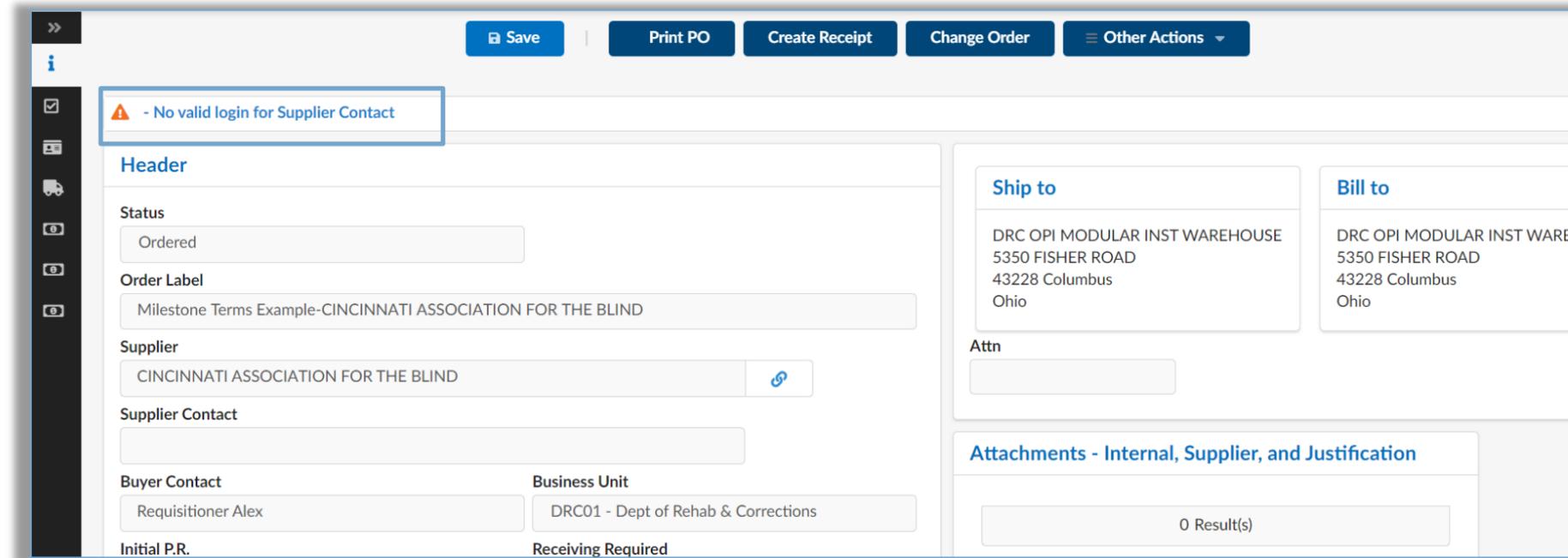
# Resolving Alerts: Purchase Requisitions (Page 6 of 7)

Type	Alert	Best Practice for Resolution
	<b>Caution:</b> The contract associated with this line item is being amended. Please be aware that items on the contract may change.	The contract associated with the line item is being re-negotiated. This may cause a delay in delivery because the item details may change (e.g. price, unit of measure, specifications, etc.). Consider purchasing the item from a different supplier.
	<b>Caution:</b> The item(s) selected are not associated with a contract.	One or more of the line items on the requisition are not linked to a contract. If you are purchasing non-catalog or off contract items, then no updates are necessary. If you selected your items from the catalog, then you will need to correct the information in this field by clicking into each line to find the associated contract under the More Item Information section.
	<b>Caution:</b> The requisition total is negative. Purchase Orders cannot have a negative amount, so this requisition will be blocked from becoming an order. Please update the requisition total.	The total value of the requisition is less than zero. You will not be able to submit this request unless the item information is updated (quantity or unit price).
	<b>Caution:</b> There are catalog line items in this Blanket Order. A Blanket Order is used to set-aside funds for future orders. Please consider creating a standard order to purchase these items.	Typically Blanket/Encumbrance purchase requisitions contain freeform line items to set aside funds for the purpose of purchasing items that have not been specified yet. If you are purchasing specific items, then it may be better to use a Standard Purchase type.
	<b>Caution:</b> There are line items which have one or more Non-Blocking alerts. Please review these alerts before completing this purchase requisition.	There are non-blocking alerts that are specific to the line items within this requisition. Navigate to the Items section and open each line with alerts to view the specific details of each alert.
	<b>Caution:</b> This item has expired from its contract. Please browse the catalog for an alternative, valid item.	The item in this request is no longer available in the catalog. Remove the item from your requisition and search the catalog for an alternative item. If you proceed with this item, it may cause delays in your delivery if the supplier no longer carries the item or changes in the item details such as price, unit of measure, etc.
	<b>Caution:</b> The line item(s) reference an optional state contract which requires that quotes are solicited. Please generate a quick quote or provide a justification document and Quote ID to submit this requisition.	One or more catalog line items are associated with an optional State contract. You will need to generate a quick quote within Ohio Buys to receive bids from the approved dealers for these items.
	<b>Caution:</b> There is an open sourcing event for this requisition. Prior to submitting this requisition for approval, please consider completing that sourcing event as bidders/suppliers may be actively responding to it.	There is Quick Quote within Ohio Buys that is still accepting responses. Creating an order for non-contract or STS contract items may be violating your procurement policy. Review this Quick Quote (link found on the line level) and make an award to one of the bidders once the Quick Quote is closed.

# Resolving Alerts: Purchase Requisitions (Page 7 of 7)

Type	Alert	Best Practice for Resolution
	<p><b>Info:</b> There are Dealers available for this item. Different dealer options are available under the Order Supplier field.</p>	<p>The contract associated to this item has a list of Dealers assigned. This list is available for selection under the Order Supplier field. This item should be quick quoted to the potential Dealers and the bidder with the best price should be selected.</p>
	<p><b>Info:</b> This item may be available from a requisite program or mandatory contract. As this order will be subject to requisite review, please select this item from a requisite program if possible.</p>	<p>One of the items you've selected from the catalog may be available from a requisite program. If you are purchasing an off-contract item off, then the commodity code you've chosen matches a commodity provided by a requisite program. If this is an on-contract purchase, consider adding the item that is associated with the requisite program. If you do not swap out the catalog item or if you are selecting the commodity code for a non-catalog item then the approval process for this request may take additional time so that the requisite program can consider providing a waiver.</p>
	<p><b>Info:</b> This purchase requisition contains contracts that reference different payment terms. Please consider creating separate requisitions to facilitate supplier invoice processing.</p>	<p>The line items included in this request reference different contracts that have differing payment terms. You have the option to separate the line items into different requisitions in order to make the invoicing process easier and reduce delays.</p>
	<p><b>Info:</b> A supplier contact has not been selected on this line item. If there is not an available contact, please share this order with the supplier by communicating to them outside of Ohio Buys (e.g., via email).</p>	<p>You have not selected a Supplier Contact. Orders with no Supplier Contact will NOT be automatically emailed to someone at the Supplier's organization, which may cause delays in delivery. To prevent delays, you will need to download the purchase order after it is created and manually email it to someone at the Supplier's organization.</p>
	<p><b>Info:</b> Optional items are available for this line item. Please review to ensure your requisition has all necessary items.</p>	<p>This item has optional items (i.e. items that are frequently included in the same purchase) associated with it. Optional items are visible in the catalog.</p>
	<p><b>Info:</b> Caution: The unit of measure on this line has been set to 'AMT', so the quantity is equal to 1. Please review your line item to verify that the total price of this line item is correct.</p>	<p>For items with a unit of measure of amount (AMT), the quantity will always be "1". The User should check any /all lines with the "AMT" as the unit of measure to be sure the total price is correct.</p>

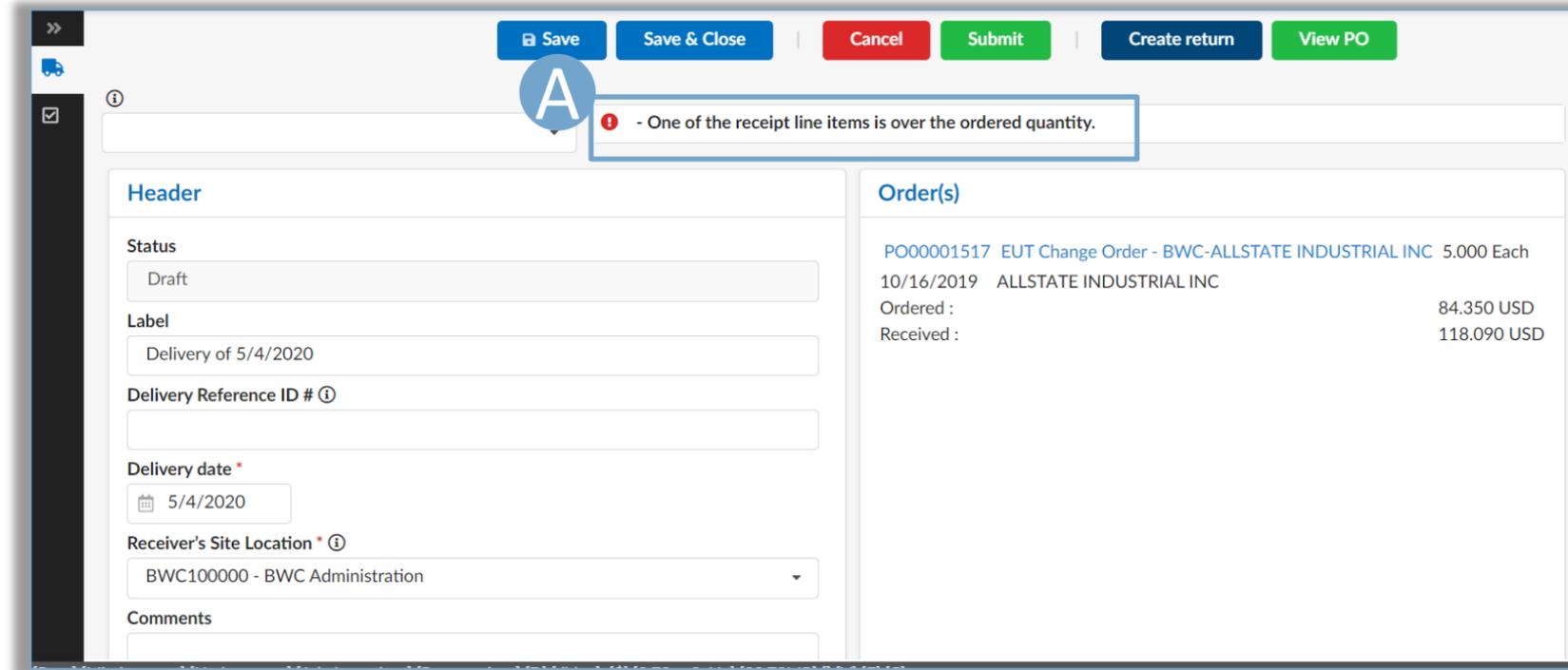
# Resolving Alerts: Purchase Orders



Alerts can be found in the order **Header** section on the **Purchase Order** tab. These alerts are related to the entire order. Some alerts will prompt users to review details on the line level.

Type	Alert	Best Practice for Resolution
	<b>Action Required:</b> Purchase Order line(s) have one or more "Blocking Alerts". Please review these alerts and update to complete this invoice.	One or more line items on this order have blocking alerts. You will not be able to continue until you review and resolve these alerts. Navigate to the Items section and review the alerts on each line.
	<b>Caution:</b> Please note, there is currently a Change Order in progress for this order.	The order that you are looking at is currently pending a change order. Review the change order prior to taking any action such as cancelling, closing, or initiating another change order.
	<b>Caution:</b> The selected supplier contact does not have a valid login to Ohio Buys. Please consider selecting a different supplier contact or contacting the supplier directly.	The Supplier Contact that you have selected has not registered for Ohio Buys. They will be able to receive the purchase order via email once it is generated, but they will not be able to log in to acknowledge the order, take other actions, or view additional information. You can select a different contact. Keeping this contact may cause delays in your delivery.

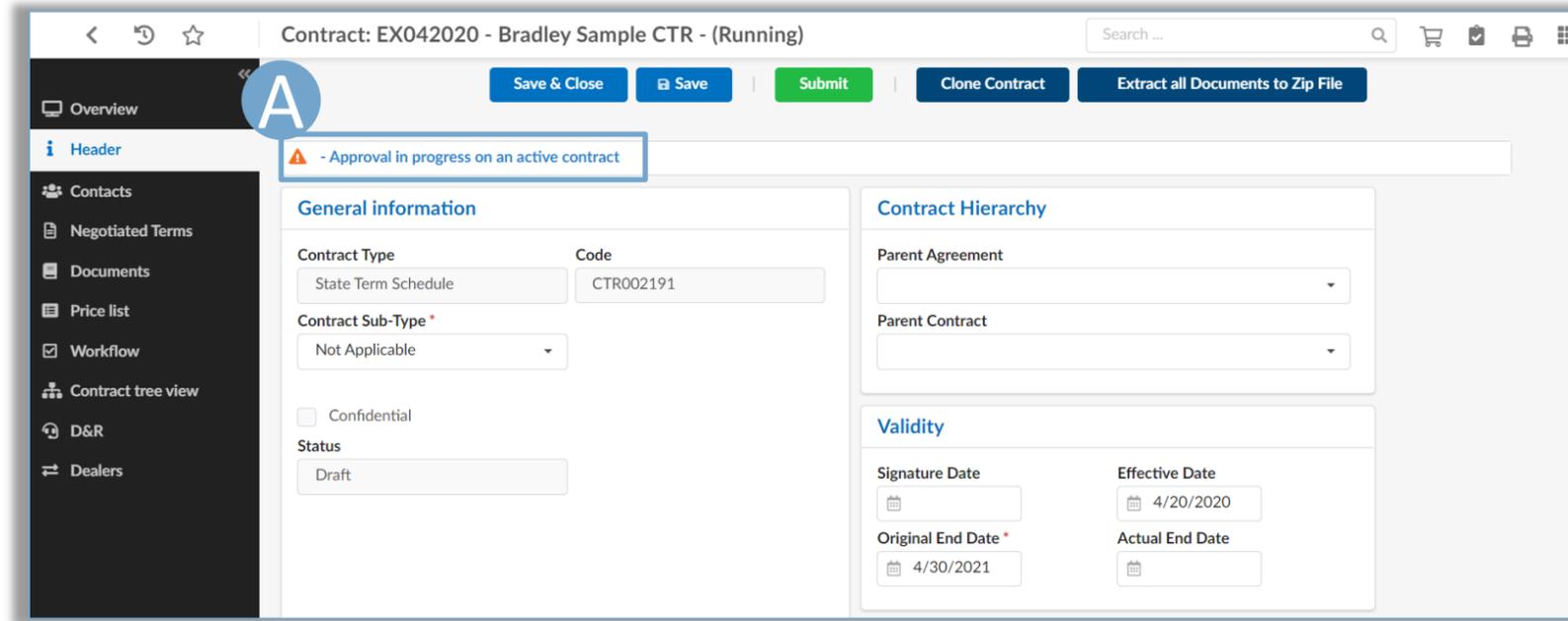
# Resolving Alerts: Receipts



Alerts can be found in the receipt **Header** section on the **Receipt** tab. These alerts are related to the entire receipt. Some alerts will prompt users to review details on the line level.

Type	Alert	Best Practice for Resolution
	<b>Action Required:</b> One of the receipt line items is greater than the ordered quantity. Please the adjust the line item to be equal to or less than the ordered quantity.	This receipt contains line items that have a total quantity that is greater than what was ordered. You will need to edit the line(s) so that the received total is equal to or less than the ordered total. Please take into account any previously created receipts.
	<b>Action Required:</b> This receipt contains a line item using Dollar Amount (AMT) as the unit of measure. This requires that the receipt is submitted in OAKS. Please note, partial receipts will not be accepted.	One of the line items on this receipt has a unit of measure of amount (AMT) on the purchase order. These types of orders require receipts to be created in OAKS. If this is the only item in the request, then you will need to delete the entire receipt in Ohio Buys and re-create the receipt in OAKS. If there are other items to be received that are not listed in AMT, then those items can be received in Ohio Buys after they are delivered.
	<b>Action Required:</b> This receipt currently contains zero line items. Please add line items to continue.	There are no items associated with this receipt. Navigate to the Items section to add lines and adjust quantities to reflect what was delivered to you. If you are unable to add lines, the purchase order may already be received in full.

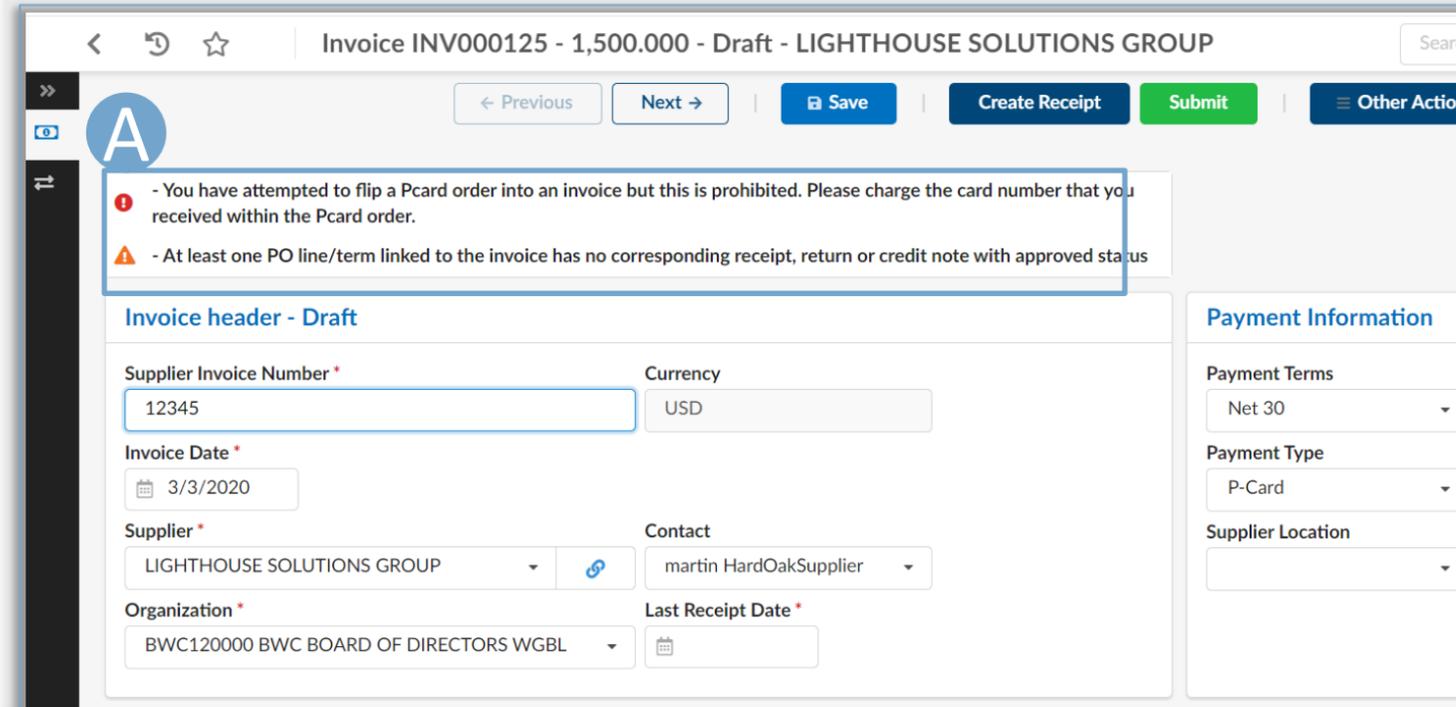
# Resolving Alerts: Contracts



Alerts can be found in the contract **Header** section on the **Header** tab. These alerts are related to the entire contract. To resolve alerts, updates may be required on other tabs within the contract.

Type	Alert	Best Practice for Resolution
	<p><b>Caution:</b> This contract is in the process of being reviewed for approval. Please contact to the contract analyst for inquiries.</p>	<p>This contract is not currently active because it is still being reviewed and approved. Please contact the associated Contract Analyst for details.</p>

# Resolving Alerts: Invoices (Page 1 of 2)



Alerts can be found in the invoice **Header** section on the **Invoice** tab. These alerts are related to the entire invoice. Some alerts will prompt users to review details on the line level.

Type	Alert	Best Practice for Resolution
	<b>Action Required:</b> An invoice cannot be created for an ISTV order within Ohio Buys. Please use the OAKS Accounts Receivable ISTV to submit an invoice for this order.	The purchase order associated with this invoice is labeled as an ISTV. You will not be able to submit this invoice for approval so you will need to cancel it.
	<b>Action Required:</b> An invoice may not be submitted without at least one purchase order line item. Please update the invoice with the corresponding purchase order line item(s).	You are attempting to submit an invoice that does not contain at least one line item from a purchase order. You will need to add a line to this invoice that is linked to a purchase order or select a purchase order to associate with this invoice.
	<b>Action Required:</b> Invoice line(s) have one or more "Blocking Alerts". Please review these alerts and update to complete this invoice.	The items on this invoice have alerts tied to them. These alerts will prevent you from moving forward with submission. To view these alerts, navigate to the Items section and open each item to review its information.
	<b>Action Required:</b> This receipt currently contains zero line items. Please add line items to continue.	There are no line items for this receipt. In order to move forward, you will need to add lines to the receipt and adjust quantities to match what was delivered.

# Resolving Alerts: Invoices (Page 2 of 2)

Type	Alert	Best Practice for Resolution
	<p><b>Caution:</b> Invoice allocations are not balanced with the total invoice amount. Please review and update if necessary.</p>	<p>The total value of the invoice allocations does not match the total invoice amount. Review the percentages or amounts on each allocation to ensure it matches the total value of the invoice.</p>
	<p><b>Caution:</b> Invoice line(s) have one or more "Caution/Info" alerts. Please review these alerts before submitting this invoice.</p>	<p>The items on this invoice have alerts tied to them. These alerts will not prevent you from moving forward with submission. However, it is best to correct this information now to avoid delays later on. To view these alerts, navigate to the Items section and open each item to review its information.</p>
	<p><b>Caution:</b> This invoice contains a line item that does not have a corresponding receipt. If receiving is required, please generate a receipt.</p>	<p>One of the invoice lines does not match a line on any existing receipts. This typically indicates that the item has not been received at the time this invoice is submitted. If the original request indicated that receiving is required then submitting this line prior to delivery will cause delays. Consider removing this line or waiting to process this invoice.</p>
	<p><b>Caution:</b> This invoice is not associated with an order. Please associate the invoice to a valid purchase order.</p>	<p>A purchase order has not been selected for this invoice. In order to process an invoice and remit payment, a purchase order must be tied to this invoice.</p>

# Resolving Alerts: Performance Evaluations

The screenshot shows a web interface for managing performance evaluations. At the top, there are buttons for 'Save', 'Open for Answers', 'Duplicate Campaign', and 'Promote to Template'. A sidebar on the left contains navigation icons. A blue circle with the letter 'A' highlights an alert box containing the following messages:

- Questionnaire not configured properly :
  - \* Vendor Performance : Orphan question, should be attached to a question or sub-question
  - \* Vendor Performance : Mandatory data is missing
- There is no criteria setup (reporting) for this questionnaire
- Questionnaire has no criteria defined

The main form below the alert includes fields for ID (819), Type (Supplier Performance), Status (Draft), Campaign (Vendor Performance Survey), Analyst Determination, Evaluated Period (2020), Owner (BRADLEY Ari), and Final Determination. It also shows dates for Begin Date (5/4/2020) and End Date (5/30/2020), an Autoclosure checkbox, and an 'Answers Received' progress bar at 0%. A 'Linked Improvement Plans' section shows '0 Result(s)'.

Alerts can be **Gen. Info** tab for every evaluation. These alerts are related to the entire evaluation. To resolve alerts, updates may be required on other tabs within the evaluation.

Type	Alert	Best Practice for Resolution
	<b>Caution:</b> This questionnaire is not configured properly. For example, a question is not under a section, or a List of Value question does not have a the list of values set up. Please review the questions and answer choices and update accordingly.	The set-up for this questionnaire is incorrect. The error could be attributed to one or multiple set-up issues including, but not limited to: linking a question to a section or indicating that the answers to a question should come from a list of values but not setting up the list. Review all of the details for the entire questionnaire and make the necessary edits. Pay special attention to any sections or questions that are highlighted in red or display error messages.
	<b>Info:</b> A 'choice list' template should be associated with 'Proposals Evaluation' questionnaires.	You are attempting to use a 'choice list' template with a questionnaire type that is not 'Proposals Evaluation'. This may cause set-up issues. Consider using a different template or changing your questionnaire type.
	<b>Info:</b> A consultation is nearing completion.	There is an active consultation with an end date that is nearing. No action is necessary. This is just a reminder.
	<b>Info:</b> There are no criteria set up for this questionnaire.	You do not have any criteria set up for this questionnaire which will affect who is able to view each section, who is required to complete each section, and how each section should be evaluated. Please consider updating the criteria.
	<b>Info:</b> There is no reporting criteria set up for this questionnaire.	The questionnaire that you have set up does not contain any criteria on reporting or analysis. Consider setting up criteria so that you can analyze the answers.