

How to Review Integration Errors in a Purchase Order

Step-by-Step Instructions for Reviewing Integration Errors in a Purchase Order

When creating a purchase requisition is fully approved and the associated purchase order is created, the PO is sent to OAKS in real time for budget check. That budget check status will return in approximately two minutes from OAKS.

However, the PO will not be dispatched until the PO dispatch process runs at the following times:

9:30am | 11:30am | 3:30pm | 5:00pm

This is a crucial step to ensure that the PO is within threshold tolerances before the PO is dispatched. Once dispatched, OAKS will send a Dispatched status for the PO back to Ohio|Buys.

▲ Upon Ohio|Buys receiving the dispatch status, a workflow job that runs every 30 minutes will push the PO to the next step in the workflow. Users will see their POs pushed to the next step in the workflow by approximately:

10:00am | 12:00pm | 4:00pm | 5:30pm

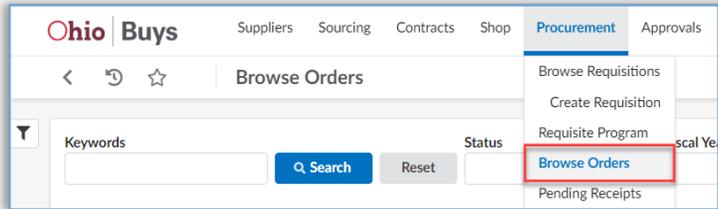
Lastly, PO integrations from Ohio|Buys to OAKS will stop after close of business on the day that OAKS and Ohio|Buys are shut down to facilitate the fiscal year end process. Any FY20 PO that has not been successfully integrated to OAKS with a "Valid" Budget Status will be cancelled.

If you are still experiencing issues with a purchase order after the PO dispatch and workflow jobs have run, please refer to the steps in this JA to search for and review integrations for a purchase order.

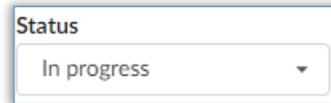
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To find your purchase orders that have encountered an integration error:

- a) From the Main Menu Navigation Bar, click **Procurement** and then select **Browse Orders** from the drop-down menu.



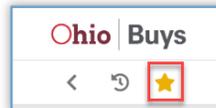
- a) Select **In Progress** from the **Status** drop-down menu.



- b) Click **Search**.



- ▲ To save this view, click the **Favorite** (★) icon and name the view. Then press enter on your keyboard.



- a) Review the **Status** of your orders, orders with a status of **In Progress** might have encountered an integration error.

PO ID	Supplier	Purchase Requisition	Ordered	Pcard Purchase	Received	Invoiced	Progress	PO	Order Date	Fiscal Year	Status
PO00000088	LIGHTHOUSE SOLUTIONS GROUP	Test Monday Morning	1,500,000	✓			Initialized; Clear PO Issues		11/19/2018		In progress

- a) Click on the **Pencil** (✎) icon to open an order and check for an integration error.

- ▲ In addition to checking the status of purchase orders on the Browse Orders page, users can also run the **POs not Dispatched** query. To access this query:

- a) Click Analytics from the Main Menu Navigation Bar and then select Browse Queries from the drop-down menu.
- b) Enter **POs not Dispatched** in the **Keywords** field.
- c) Click **Search**.
- d) Click the **Extract** (📄) icon for the **POs not Dispatched** query.

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If a purchase order (PO) encounters an integration error, it will be displayed in the **Integration Error Messages** section at the bottom of the page.

Integration Error Messages						
PO NUMBER	PO LINE NUMBER	FIELD NAME	FIELD VALUE	DESCRIPTION	DATE	
PO00003872	0	BUDGET_HDR_STATUS	E	Budget Check Failed, please check lvalua PO Data for PO Ref: PO00003872 and Business Unit: DRC01	Dec 18 2019	8:30AM

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The following is a list of possible integration errors that you may encounter on a PO, and recommended responses.

- ▲ If a purchase order is no longer needed, click **Close/Cancel**. Whether the purchase order will be closed or cancelled depends on its status. If it has been filled by the Supplier, it will be closed. If it has not yet been filled, it will be cancelled.
- ▲ Note that Ohio|Buys orders should be closed in Ohio|Buys, not in OAKS. Ohio|Buys orders can be easily identified as the PO ID will begin with “PO”.

Example Integration Failure Message(s)

What Users Should Do

Budget Check Failed, please check lvalua PO Data for PO Ref: PO00003872 and Business Unit: DRC01

Check if valid chartfield information is entered and if there is a mistake, create a change order to update the chartfield information and re-submit for approval. If the correct chartfield information is entered, contact your finance department to determine if the budget will be increased (if so, no action is required, the PO will be released when the budget in OAKS is increased); however, if there is budget available and the issue still persists, please open an OSS ticket.

Error Inserting to the Component Interface. Please check the PO data, e.g. COA String, and resubmit for PO processing.

Check if valid chartfield information is entered or if the items ordered are still valid (i.e., not expired). If invalid chartfield information is entered or expired items are present, create a change order to update that information and re-submit for approval. If this information is valid, please open an OSS ticket.

INVALID VENDOR ID: 0000085895

Check if the right Order Supplier is selected and look in OAKS if the Open for Ordering checkbox is selected. If the wrong Order Supplier has been selected, create a change order to update the Order Supplier and re-submit for approval.

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B

Example Integration Failure Message(s)	What Users Should Do
BILL LOCATION IS INVALID: P000506	Check if the selected Bill To Location is listed in OAKS. If the wrong location has been selected, create a change order to update the location and re-submit for approval.
INVALID VENDOR LOCATION: CHK	Check if the correct Supplier Location is selected for each line item. If the wrong location has been selected, create a change order to update the location and re-submit for approval. Users can also review the supplier record in OAKS to view valid Supplier Locations (i.e., payment methods).
CATEGORY CODE IS INVALID: 41237689	Check if the correct Commodity Code is selected for each line item. If so, check in OAKS to see if the Commodity Code exists. If an invalid Commodity Code has been selected, create a change order to update the Commodity Code of the affected line item(s). If you find a Commodity Code that isn't in OAKS, open an OSS ticket .
UNIT OF MEASURE IS INVALID: BX	Check if the correct Unit of Measure is selected for each item. If so, check in OAKS to see if the Unit of Measure exists. If an incorrect Unit of Measure was selected, create a change order to update the Unit of Measure and re-submit. If there is still an issue, please open an OSS ticket.
OH ECB NUMBER IS INVALID: DAS0100579	Check if the Controlling Board Number is properly setup in OAKS and if the number has been transmitted to Ohio Buys (Navigation: Release and Permit > Controlling Board Browse). If an incorrect Controlling Board Number was selected, create a change order to update the Controlling Board Number and re-submit for approval. If there is a discrepancy between what is shown in Ohio Buys and OASS, open an OSS ticket.

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B

Example Integration Failure Message(s)	What Users Should Do
OH RP OIT NUMBER: INS01IT3 HAS EXPIRED OH RP DAS NUMBER IS INVALID: INS013	Check if the correct Release & Permit Number is selected for each item. If the proper Release & Permit Number is referenced, submit an OSS ticket.
SHIPTO LOCATION IS INVALID: P006495	Check if the selected Ship To Location is listed in OAKS. If the Ship To is invalid in OAKS, create a change order in Ohio Buys to update the Ship To to a valid value and re-submit for approval or work with OBM to re-activate the selected address.
PO Data with Business Unit: DAS01 and PO Ref: PO00001234 not valid for PO Change	Create an OSS ticket for them to investigate the issue.
THE CONTRACT HAS EXPIRED: MCSA0068	Check your entry to make sure you are using the correct contract. If you have checked the contract document and believe you are receiving this message in error, submit an OSS ticket and note they should work with the associated Contract Analyst.
CHANGE_PO_DISTRIB is required for PO Change	Submit an OSS ticket for them to investigate and move the PO forward.
INVALID ACCOUNT: 521078 INVALID PRODUCT: 42322 INVALID FUND: 3890 INVALID DEPTID: LOT601300 INVALID CHARTFIELD1: 0LOR000157 INVALID CHARTFIELD2: ACCSTAFF INVALID CHARTFIELD3: AGEX1302 INVALID OPERATING UNIT: ACC INVALID PROJECT ID: ADJFA99 INVALID PROGRAM CODE: 8900E INVALID BUDGET REF: 2019 – 2019 Budget	Check if the chartfield value to be sure it is a valid value in OAKS. If the value no longer active, create a change order to update the value and re-submit for approval. If the value is active in OAKS, submit an OSS ticket.