

Error Messages and How to Resolve

The user will receive an email when a purchase order fails to integrate from eVA to Banner. The email will be from BizTalkIntAdmin@dgs.virginia.gov. The reason for failure will be listed on the email. Banner will return the purchase order to eVA. The assigned eVA PO number will be discarded and the PR will be placed in the users composing window. The message below will appear on the bottom of the failed requisition.

[aribasystem](#)The following errors occurred while sending Purchase Order EPXXXXXXX to on Wed Jun 12 14:52:05 EDT 2019.

Error Number 1:

Purge State = 0

Time Created = Wed, 12 Jun, 2019

Time Updated = Wed, 12 Jun, 2019

ERPPushFailBaseld

Item Id = 2

Data Address = 0

ERPPushFailOtherOccurrences

Num Other Occurrences = 0

Error Message = **Please refer to the history for details**

Severity = 0

ERPPushFailBaseld

Other Information =

Severity String = Severity0

Correct these errors by logging into Ariba and making the appropriate changes to the new version of requisition PRXXXXXXX.

To view the actual error message, access the Purchase Requisition (PR). The PR will be located in the composing folder. Click on the PR, Select the History tab, Click on the word **“Denied”**. Below is a listed of error messages along with what steps need to occur to correct the PR.

- **101001-No Vendor Match. Order Denied.** Ensure that the correct eVA vendor has been selected. Contact Arthur Lewis aelewis@radford.edu to verify vendor and address is in Banner. If this is an un-registered (ad-Hoc) vendor make sure Banner ID# (dummy DUNS) is listed in the **“Non-registered Duns Number”** field located on the Add Item screen in eVA
- **101002-Multiple Vendor match One Duns. Order Denied.** Contact the Purchasing Department for further instruction. Sharon Proffitt skproffitt@radford.edu or Kathy Burnett at khburnet@radford.edu
- **101003-Unauthorzied FOAPAL. Order Denied.** Verify FOAP information, contact Sharon Proffitt skproffitt@radford.edu, or Kathy Burnett at khburnet@radford.edu
- **101004-FOAPAL Does Not Exist Or is Inactive. Order Denied.** Verify FOAP information, contact Sharon Proffitt skproffitt@radford.edu, or Kathy Burnett at khburnet@radford.edu
- **101005-Ship to Code Error. Order Denied.** Verify Ship to Address – if the correct ship to address is not in eVA and/or Banner contact Kathy Burnett at khburnet@radford.edu or Sharon Proffitt skproffitt@radford.edu
- **101006 –Commodity Code Error. Order Denied.** Commodity Code error – verify Commodity Code, or select a new one
- **101007-User ID Not Valid. Oder Denied.** Contact Sharon Proffitt skproffitt@radford.edu, or Kathy Burnett at khburnet@radford.edu
- **101008-Budget Authorization Failed. Order Denied.** Verify entry; process Budget Report, Process Budget Change if required. One budget change process is complete, edit order and re-submit, Contact Budget Office for assistance.
- **101009-Fiscal Period is Closed. Order Denied.** Verify entry-we are currently in Fiscal year 2020
- **101010-Document Contains Errors. Order Denied.** Contact the Purchasing Department for further instruction: Kathy Burnett at khburnet@radford.edu or Sharon Proffitt skproffitt@radford.edu