Enterprise Management System (EMS)

FAQ'S & Troubleshooting

EMS Enterprise Management System | Harbour Energy

Types of Rejections

Typically, there are 2 types of rejections:

1. System generated rejections
   i. This is an auto rejection which is usually down to incorrect processes being followed and system rules in place identify there's an issue and reject.
   ii. When a system rejection occurs, it is likely that the SES/Invoice won't have reached HBR therefore please send us as much information as possible, so we are better able to assist in resolving the issue.
2. Invoices where we at Harbour have rejected back
   i. Harbour have rejected back for edit and resubmission – this can be for several reasons such as insufficient back up, tax, mismatch in costs.

The invoice status has been successfully updated to Rejected by Harbour Energy. Description:R

Where to find Error Information

This is a screenshot taken from our test account detailing where to find the history on the invoice and will detail any rejection information.

Invoice: INV4200009472_1

Edit | Create Line-Item Credit Memo | Copy This Invoice | Download PDF ▾ | Export cXML

Detail | Scheduled Payments | History

Invoice: INV4200009472_1
Invoice Status: Rejected
Received By SAP Business Network On: 29 May 2025 2:25:35 pm GMT+01:00
Submitted By: Ariba UAT Tester

To: Harbour Energy - TEST
Routing Status: Failed

History

Status	Comments	Changed By	Date and Time
	The invoice was successfully received.	Score (Europe) Ltd	29 May 2025 2:25:44 pm
	INV-74: The VAT taxable amount in line item 1 is not a valid value. ?	PropogationDispatcher-109526039	29 May 2025 2:25:48 pm
	INV-75: The VAT taxable amount in the invoice summary is not a valid value. ?	PropogationDispatcher-109526039	29 May 2025 2:25:48 pm
	DOC-6: A document preprocessing error occurred.	PropogationDispatcher-109526039	29 May 2025 2:25:49 pm
Failed	Invoice validation failed.	ANCXMLOutDispatcher	29 May 2025 2:25:52 pm

SUPPLY CHAIN

Common Issues

Issue	Action
Trying to create an invoice with more than 1 Service Sheet	Start invoice creation from the purchase order not service sheet. If you start from PO, all approved service sheets will be included. When you create an invoice from a service sheet, only the corresponding service sheet will be included.
WBS/Cost Code/Cost Object	The comment section on the rejection will show Failed and WBS number. This happens when the cost code/object is closed, and it needs reopened.
Check dashes/symbols on invoice numbers	Typically, Ariba doesn't allow some symbols in as part of the invoice number the system will notify with an error
Missing bank details – "No bank account details found. Buyer Harbour Energy requires this on all invoices".	The Ariba Admin for the account needs to check the set up and ensure the bank details are in and correct – please refer to Ariba Set up Guide.
Description: Duplicate - Your customer does not allow reusing service sheet numbers. Please use a different invoice number because the current one already	This appears when trying to raise an invoice number and the system identifies that, this specific invoice number has already been used. You need to double check in case you are raising this accidently twice and if this is an amendment invoice or correct etc add an A or equivalent at the end of the invoice number.
The Supply Date in the VAT entry in line item X is missing	Resubmit invoice including supply date (tax point date) in tax section on line-item level
Vendor Entity name not present on Ariba Invoice	Supplier needs to check their company information and Bank information in Ariba

PO Related – Errors/Issues

Issue	Action
Unable to find PO	If the PO is prior to your Ariba Enablement this won't be in the system – please send PDF invoice to our AP Team. Check the filters in Ariba system is often set to show last 31 days.
Tracking lines on PO	When you flip a purchase order with mix of material and service lines, material lines get prioritized. Tracking lines on PO have no assigned funds – therefore need to invoice against other line items. Tracking lines with zero price should be ticked at the beginning of each line and then click Delete.
Repair PO's	Ariba does not yet have the capability to support repair POs therefore could you please submit your invoices manually
Unplanned Spend exceeds overall limit – when trying to raise and you get an error meaning you can't raise invoice	Insufficient value on the PO – contact the buyer detailed on the PO to discuss an uplift
Exceeds buying limit	Indicates isn't value on the line – check for lines marked as completed – see buyer
Doc 54 Error	Often indicates the invoice has been attempted against an obsoleted version of the PO. The other times we see this error is due to the control keys set up on the PO by the buyer but as you have invoiced before on the PO, I can't see that being the issue.
No service items selected	Contact Harbour Energy for purchase order update
The subtotal on Service Sheet line 1 does not match the subtotal on order line 1 for purchase order 4xxxx and exceeds the tolerance limit specified by the buyer	Contact Harbour Energy for purchase order update
PO-11: Cannot deliver order. Terminal error code for PO status: FE-30: Cannot deliver email: undeliverable	PO notifications can fail with this error if your email server is blocking them or if an email address is inactive. Suppliers won't receive the email notification, but this won't stop the PO going into Ariba it will be visible on the dashboard. To resolve you need to configure the email address under Electronic Order routing. Once the failure is resolved you can re-send failed orders. Please see Ariba Network Information & Ariba Account Configuration Guide.

SUPPLY CHAIN

Attachment Related – Errors/Issues

Error message – PO	Action
SE rejected; no invoice attached to SE	Resubmit service sheet with a supporting attachment
No back up attached, so invoice / SES can not be verified / approved	Resubmit service sheet with a supporting attachment
PDF – name has symbols in it - %	Invoices will reject if the PDF name on the attachment has any symbols or – in the name of the PDF these need to be removed, and invoice resubmitted.
Number of PDF attachments	There is a limit to the number of PDF attachments on Ariba, this is around 7.
Non-PDF Attachments	Ariba will only allow PDF attachments, any other attachments will cause a failure/rejection and will not integrate over into SAP.

Error Messages – Price File Related

Error message - SYSTEM	Action
Service number entered (THIRDPARTY) does not exist	Use valid external service number from Harbour Energy price file
Unplanned service HIRE OF DELUGE TEST TANK may not be entered	Use valid external service number from Harbour Energy price file

Error Messages – System Related

Error message - SYSTEM	Action
Bad Request. Invalid request received by cloud connector	Temporary integration issue - resend manual service sheet, resend invoice in case of auto-generated service sheet
Status:FAILED and ErrorResponse:Service Unavailable	Temporary integration issue - resend manual service sheet, resend invoice in case of auto-generated service sheet
Status:FAILED and ErrorResponse:java.net.SocketException:	Temporary integration issue - resend manual service sheet, resend invoice in case of auto-generated service sheet
Unit BOX not found	Resubmit with valid unit of measure from drop-down or manually type unit of measure code from slide 25
Unit HR not found	Resubmit with valid unit of measure from drop-down or manually type unit of measure code from slide 25

Credit Memo - Error Messages

Error message	Action
Duplicate invoice number	If you try to submit a credit with the same number as an existing invoice or another credit Ariba will reject. You need to use alternative number. Ie add an CR or something at the end if you wish to use the same number reference as the original invoice.
Attachment errors / rejections	Like invoices it must be a PDF attachment and no symbols etc in the name of the file
Credit amount exceeds the invoiced amount in the line number XX	Ariba is identifying that the credit amount is exceeding the invoiced amount - indicates an error in the invoicing process or a discrepancy between the invoice and the underlying purchase order.