Ariba Network Error Messages
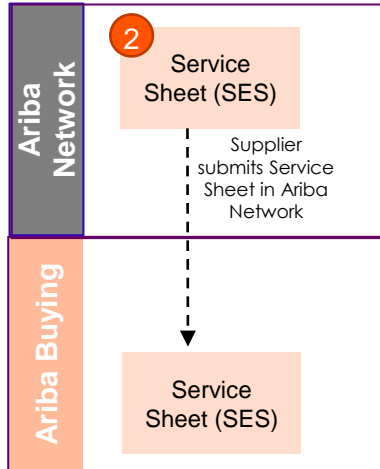
Supplier information

10-09-2020
Updated 25072022

Nouryon

Error Messages when submitting Service Sheet on the Ariba Network by supplier

Ariba Network

② Service Sheet (SES)

Supplier submits Service Sheet in Ariba Network

Ariba Buying

Service Sheet (SES)

When submitting the Service Sheet on the Ariba Network, it can happen that an error message will pop up. What to do in case this happens:

- **Error message**:

  DOC 1: SHME ServiceEntryRequest queued
  SES-58: The ad hoc line item details in the service entry sheet did not specify the part description. Provide the description and submit.
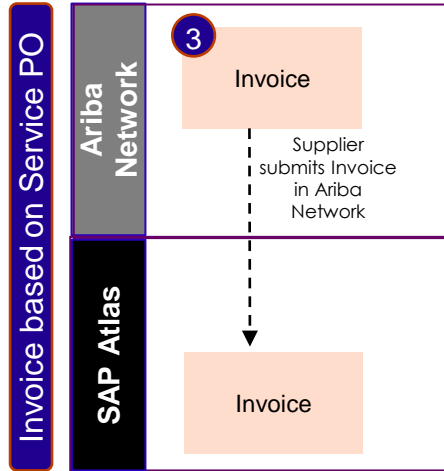 DOC 6: A document preprocessing error occurred

- **Meaning**:
  - Description is not correctly populated.

- **Solution**:
  - Please check if the field on theright is completed. The below field is the description.
  - If the error remains please reach out to supplier.enablement@Nouryon.com

Service Entry Sheet Lines

Line No. Part No. / Description

1   **Not Available**
IP Licenses for NL locations

Include   Service ID   Description

⑪

Description Line item 80 character

Error Messages when submitting Invoice on the Ariba Network by supplier – Service PO

Invoice based on Service PO

Ariba Network

③ Invoice

Supplier submits Invoice in Ariba Network

SAP Atlas

Invoice

When submitting the E-invoice on the Ariba Network, it can happen that an error message will pop up. What to do in case this happens:

- **Error message**:
  - *"Error:Buyer organization is not configured to receive InvoiceDetail request Please contact support with the Error Reference Number: ANERR-30000000000000002154572216 for more details"*
- **Meaning**:
  - Supplier account is not yet added to the Nouryon E-invoicing group on the Ariba Network.
- **Solution**:
  - Sent an email to supplier.enablement@nouryon.com with the error message, and the team will add the supplier to the Nouryon E-invoicing group on the Ariba Network to fix the error.

Error Messages when submitting Invoice on the Ariba Network by supplier – Service PO

Ariba Network

③ Invoice

Supplier submits Invoice in Ariba Network

SAP Atlas

Invoice

When submitting the E-invoice on the Ariba Network, it can happen that an error message will pop up. What to do in case this happens:

Error Message:
Customer is not accepting invoices based on country of origin.

Meaning:
Option 1: Supplier has account located/setup in a country that is disabled for Ariba E-invoicing (e.g. Russia or Italy). If they are really located there - they cannot send an Ariba E-invoice.
Option 2: Supplier has an incorrect set-up of their Ariba Network profile.
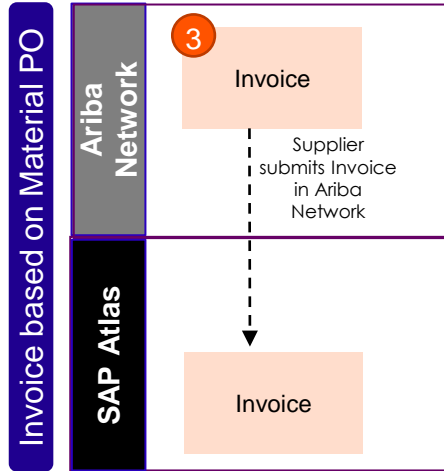Option 3: Supplier is not added to e-invoicing group.

Solution:
Option 1: Supplier should submit the invoice via a channel available for that country
Option 2: Supplier needs to check their account set-up on all levels: company profile + tax data + remittance data. If support is needed they can contact supplier.enablement@nouryon.com
Option 3: Sent an email to supplier.enablement@nouryon.com with the error message, and the team will add the supplier to the Nouryon E-invoicing group on the Ariba Network to fix the error.

Error Messages when submitting Invoice on the Ariba Network by supplier – Material PO

When submitting the E-invoice on the Ariba Network, it can happen that an error message will pop up. What to do in case this happens:

Error message:

Error:Buyer organization is not configured to receive InvoiceDetail request Please contact support with the Error Reference Number: ANERR-300000000000000021545722 16 for more details"
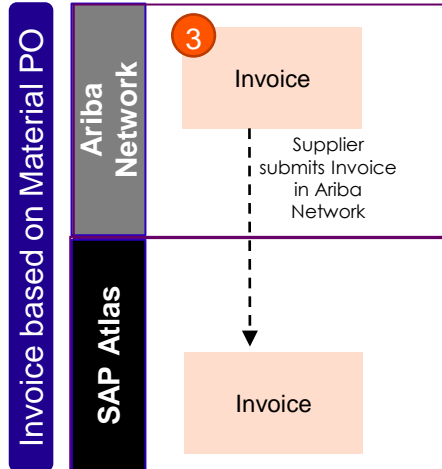
Meaning:

Supplier account is not yet added to the Nouryon E-invoicing group on the Ariba Network.

Solution:

Sent an email to supplier.enablement@nouryon.com with the error message, and the team will add the supplier to the Nouryon E-invoicing group on the Ariba Network to fix the error.

Error Messages when submitting Invoice on the Ariba Network by supplier – Material PO

Invoice based on Material PO

Ariba Network

③ Invoice

Supplier submits Invoice in Ariba Network

SAP Atlas

Invoice

When submitting the E-invoice on the Ariba Network, it can happen that an error message will pop up. What to do in case this happens:

Error Message:
  Customer is not accepting invoices based on country of origin.

Meaning:
  Option 1: Supplier has account located/setup in a country that is disabled for Ariba E-invoicing (e.g. Russia or Italy). If they are really located there - they cannot send an Ariba E-invoice.
  Option 2: Supplier has an incorrect set-up of their Ariba Network profile.
  Option 3: Supplier is not added to e-invoicing group.

Solution:
  Option 1: Supplier should submit the invoice via a channel available for that country
  Option 2: Supplier needs to check their account set-up on all levels: company profile + tax data + remittance data. If support is needed they can contact supplier.enablement@nouryon.com
  Option 3: Sent an email to supplier.enablement@nouryon.com with the error message, and the team will add the supplier to the Nouryon E-invoicing group on the Ariba Network to fix the error.