

ACE EDI EXCEPTION GUIDE

THE EDI EXCEPTION GUIDE IS USED TO BRIEFLY EXPLAIN SOME OF THE MOST COMMON EXCEPTION ERRORS THAT OCCUR. IF FURTHER ASSISTANCE IS NEEDED, PLEASE CONTACT YOUR EDI REPRESENTATIVE.

#001-INVOICE HAS LINE ITEMS OVER 980 LIMIT.

Invoice cannot exceed **979** lines.

Try splitting the invoice into 2 or more invoices. Use the same PO for all the invoices. Each invoice number must be unique by adding an alpha character to the end of the original invoice number.

#002-SAME INVOICE TRANSMITTED TWICE IN ONE DAY

Under no circumstances can the same invoice number be transmitted in the same day. If for any reason you need to retransmit an invoice, you must wait until the next day.

#003-VENDOR NUMBER IS NOT SET-UP IN SAP

Check to make sure the 1–5-digit vendor number is correct. Adding any additional numbers, characters, etc. to the vendor number will cause the invoice to reject. Also keep in mind all vendor numbers are numeric.

#004-INVOICE NUMBER ALREADY EXISTS

Do not retransmit the invoice. The invoice number already exists in the system and cannot be used again.

#005-ADDRESS CODE IS INVALID. ADDRESS COULD NOT BE VERIFIED

The identifier code for either the ship to or remit to segment is incorrect. Our system will only except the following: ST = Ship to, RE = REMIT TO or RC = RECEIVING LOCATION

#010-INVALID RECORD TYPE

Invoice was transmitted without any line items on the invoice. It is mandatory to have at least one line item on all 810 documents for them to successfully transmit.

#013-EXTENDED COST

Line items do not add up to TDS (total dollar amount sent). Total dollar amount of an invoice should include any allowances and/or charges sent in the SAC segment.

#014-ORIGINAL INVOICE NUMBER NOT SENT ON CREDIT MEMO

When transmitting a credit, you will have 2 REF segments. One for the vendor number (REF*IA) and one for the original invoice number (REF*CM). Both are mandatory segments for credit memos. If some reason, an original invoice is not known, you can transmit N/A or 99999. Something must be populated in both fields.

#019-ITEM QUANTITY, IS MISSING OR INVALID

The item quantity for the item transmitted on the invoice was not transmitted or it was sent with a negative symbol. Sometimes a negative symbol is sent with hopes that the document is now a credit memo. This is not the case. Invoicing maps are different for invoices and credit memos.

#021-ITEM UNIT OF MEASURE IS MISSING

Unit of measure (UOM) is used to specify the case size or multiple used for an item. The one that is commonly used when transmitting is EA (eaches). Without the UOM, the system will not read the line and the invoice will reject because it will not balance.

#23-ITEM IDENTIFIER (UPC, ACE STOCK # OR MFG #) IS MISSING

For each line item transmitted, there must be a VN (vendor's mfg. #), IN (Ace sku #) or UPC # transmitted for each line. All three are not mandatory but there should be at least 2 of them transmitted.

#024-ITEM DESCRIPTION IS MISSING

Item Description also known as the PID segment is a brief description of what the item is. This is a mandatory segment and should be transmitted with all line items.

#027-ALLOWANCE DESCRIPTION MISSING FOR AN INVOICE/CREDIT

A Description for the allowance or charge was not transmitted for the SAC15 segment. This is a mandatory segment and is needed to briefly explain the allowance or credit that was sent.

#030/#51-LOCATION ID, CITY/STATE COMBO AND ZIP ARE NOT ON SHIP TO ADDRESS

Ship to segment is missing mandatory segments. All ship to segments should contain the N1 segment -NAME, N3 – ADDRESS, N4 – CITY, STATE, ZIP CODE, SHIP TO QUALIFIER and SHIP TO IDENTIFIER.

#035-INVOICE SENT WITH ONLY MISC CHARGES/FREIGHT CHARGE

Description for allowance/charge is missing. This is also known as the SAC15 segment.

#049-PO NOT FOUND

Verify that the correct qualifier was used - **SN** for Drop Ship and **DC** for Warehouse. If the document is a warehouse invoice, check to make sure the 5-digit PO number is correct.

#050-PO VENDOR MISMATCH

FOR VENDORS WITH MULTIPLE VENDOR NUMBERS ONLY. The invoice must be transmitted under the same vendor number the PO was issued under.

#055-INVOICE ITEM NOT VALID FOR PO

Warehouse invoice lines must match exactly to the Ace PO, including any dashes or spaces in the item reference numbers. Verify that the original PO is updated with any substitutions before retransmitting. Please note that all three identifiers are sent on an Ace PO and that you are required to send at least 2 back on the invoice.

#056-INVOICE ITEM IS FREE GOODS BUT BEING CHARGED ON INVOICE

There are item/s on PO with zero-dollar amount, but the amount is being charged on the invoice. The invoice should always mirror the PO. If the PO has a zero amount, the invoice should as well.

#060-WAREHOUSE SENT AS A DROPSHIP

Check to make sure the correct location qualifier is being transmitted. The qualifier should be DC for warehouse invoices and the 13-digit duns number is transmitted in the N406 segment or SN for dropship and you're the 1–5 digit store number is transmitted in the N406 segment.

#302- INVALID/CANCELED STORE NUMBER SENT

Verify qualifier. For Dropship invoices, the qualifier is **SN** with a valid store number up to 5 digits. For warehouse invoices, the qualifier is **DC** with the 13-digit warehouse number, made up of the 9-digit duns plus the four-digit warehouse code.

#324-INVALID STORE NUMBER

Invalid store number error can occur for several reasons – check to make sure you are transmitting a store number in the correct segment. If you are transmitting a store number, make sure it's the correct 1–5-digit number. This can be verified by requesting a store listing if you don't have one available.

#325-CANCELED STORE # - PLEASE RETRANSMIT WITH CREDIT AUTHORIZATION # OR BILL STORE DIRECT

The store number transmitted on the invoice is no longer a valid ACE store number due to the closing of the store or change of ownership. You will need to bill the store direct or if you have a valid credit authorization number, retransmit the invoice and include it.

#327- VENDOR/STORE DROPSHIP BILLING COMBINATION REJECTED

The retailer that was billed has blocked the vendor from any further billing. The vendor will need to contact the retailer direct to receive any payment that is due.

#800-INVOICE DATE IS OLDER THAN 24 MONTHS

Ace does not accept any invoices that are over 2 years old. You will need to contact the retailer directly.