

Common User Errors Quick Reference Guide

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Overview

When working in Vendor Self Service, the user may encounter some common error messages. This section covers the most common errors, and how to fix them. The **Message Details** box gives additional details on the error. When the user receives an error, a button will appear beneath the error message. Up to 10 messages will be displayed in this message box at a time; further messages can be displayed via the **View All Details** button at the bottom of the box.

User Page Errors

Information Required Error

Error: "Error: X is required."

To Fix: You will receive this error if any of the fields with a red astericks are left blank when creating or modifying user information. Return to the page and enter the missing information before clicking save. The X refers to the required field.

Invalid Email Error

Error: "Error: Email entered is in invalid format."

To Fix: You will receive this error while creating or modifying user information if the **email address** entered is not in proper email address format. Enter a valid email address including the @ symbol and domain name (for example, @gmail.com).

Invalid Password Error

Error: "Error: The password does not match with the confirmation."

To Fix: When changing a password, the system requires the user to enter and then re-enter the new password to confirm. You will receive this error if the password and the password confirmation do not match. Enter and re-enter the new password again. Be careful to type it the same way both times. Passwords are case sensitive.

Financial Transaction Page Errors

Selecting More Than One Transaction Error

Error: "Error: Only one X can be selected for this action."

To Fix: On any financial transaction page, the user may see an error if they select more than one transaction and try to click the **Details**, **Reference**, or **PDF** links. If you receive this error, make sure only one transaction is selected and try the action again. The X refers to the type of transactions selected.

Note: This error is not generated when more than one transaction is selected before clicking the **Download** button. This is because the download includes all transactions currently displayed on the page, so the user does not need to pick a specific transaction. If the user selects any number of transactions before clicking **Download**, the download will contain all transactions on the page, even those that were not selected.

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Invalid Address ID Error

Error: “Error: The address ID (X) is not valid, please correct and search again.”

To Fix: Each vendor address is assigned Address ID, and the user can search transactions by these address codes. You will receive an error if you enter an invalid code into the **Address ID** search field. Use the **Find** link next to the Address ID search box to open a pick-list of available Address IDs. Here, you can select from a list of valid address IDs to prevent receiving an error. The X refers to the invalid Address ID entered.

Invalid Department Code Error

Error: “Error: The department code (X) is not valid, please correct and search again.”

To Fix: The user is able to search by the County department that issued the Award or payment by entering a department code into the **Department Code** search field. You will receive an error if you enter text into the Department Code Search box which is not a valid department code. Use the **Find** link next to the Department Code search box to open a pick-list of available Department Codes. Here, you can select from a list of valid Department Codes to prevent receiving an error. The X refers to the invalid Department Code entered.

Transaction “To” Date Error

Error: “Error: Transaction From Date should be on or before Transaction To Date.”

To Fix: If you receive this error, adjust the dates so that the **Transaction From** date is on or before the **Transaction To** date. The calendar tool may also be used to select the dates.

Invalid Dates Entered Error

Error: “Error: Transaction From: date entered in incorrect format (MM/DD/YYYY).”

To Fix: If you receive this error, enter the date in the correct format (MM/DD/YYYY), or use the calendar icon to select a date.

Invoice Detail/Reference Page Error

Error: “Error: There is not any financial information available for the selected invoice.”

To Fix: This error will be shown if the Detail or Reference links are clicked when an Invoice with a status of “Submitted” is selected. This error occurs as the County has not yet begun reviewing the Invoice, and there is no reference or detailed information available at this time. To view these pages, select an Invoice with a different status.

Invoice Creation Errors

Vendor Invoice Number Required

Error: “Error: Vendor Invoice Number is required.”

To Fix: The Vendor Invoice field is a required field. Enter a Vendor Invoice Number in the box.

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Vendor Invoice Number Already Exists

Error: "Error: Vendor Invoice Number already exists."

To Fix: You will receive this error if the entered **Vendor Invoice Number** already exists on the *Vendor Invoice Registry* for this vendor. Enter a unique **Vendor Invoice Number**.

A Valid Address ID is Required

Error: "Error: A valid Address ID is required."

To Fix: You will receive this error if you do not enter a payment address ID, or if the payment address ID entered is invalid. Use the **Find** button next to the **Payment Address ID** box to see a list of valid Payment Request IDs for that invoice.

A Valid Contact ID is Required

Error: "Error: A valid Contact ID is required."

To Fix: You will receive this error if you do not enter a contact ID, or if the contact ID entered is invalid. Use the **Find** button next to the **Contact ID** box to see a list of valid contact IDs for that invoice.

Discount Percent Amount

Error: "Error: The Discount Percent is less than Discount Percent Quoted for Commodity Line."

To Fix: When the **Discount Percent** has been inferred from the Award, the **Discount Percent** cannot be changed to be less than the inferred value. You can leave the inferred discount amount or increase the discount amount.

Unit Price

Error: "Error: Unit Price is Greater than Price on Order for Line X."

To Fix: If a commodity (non-service) line is selected to be included in the invoice, the **Unit Price** cannot be greater than the **Unit Price** from the original award. X refers to the Line Number where this error occurred.

Insufficient Received Quantity Amount

Error: "Error: Insufficient Received Quantity to Process Invoice for Line X."

To Fix: In order to Invoice an item, the County must have confirmed receiving it. You will receive this error if you try to create an invoice for a larger quantity than the County has reported receiving. X refers to the Line Number where this error occurred.

Insufficient Received Contract Amount

Error: "Error: Insufficient Received Contract Amount to Process Invoice for Line X."

To Fix: If the Line selected is for a service, the **Contract Amount** cannot be greater than the Contract Amount agreed upon in the original award. X refers to the Line Number where this error occurred.

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Quantity Must Be Greater than Zero

Error: "Error: Quantity must be greater than zero for line X."

To Fix: If a Commodity line is selected to be included in the Invoice, the **Quantity** has to be greater than zero. If you receive this error, adjust the quantity on the specified line to the correct amount. If you do not want to invoice anything for a specific line, un-check the box for that line.

Unit Price is required

Error: "Error: Unit Price is required for line."

To Fix: If a Commodity line is selected to be included in the Invoice, the **Unit Price** cannot be blank. If you receive this error, be sure there the Unit Price is filled in for all selected lines.

Service To Field is Required

Error: "Error: Service To field is required for line X when line is selected."

To Fix: If any of the selected lines on the Invoice are for a Service, the **Service To** date must be filled in.

Service From Field is Required

Error: "Error: Service From field is required for line X when line is selected."

To Fix: If any of the selected lines on the Invoice are for a Service, the **Service From** field must be filled in.

Service To and Service From Dates

Error: "Error: Service To must be greater than or equal to Service From for line X."

To Fix: The **Service From** field cannot be less than the **Service To** field. If you receive this error, ensure that the Service From Date is on or before the Service To field.

File size cannot exceed XXX KB

Error: "Error: File size cannot exceed XXX KB."

To Fix: The file has exceeded the maximum file size allowed. Choose a smaller file if necessary. The XXX refers to the maximum file size allowed.

Selected file type is invalid

Error: "Error: Selected file type is invalid."

To Fix: A valid file type (txt, htm, doc, pdf, xml, tiff, pdf, xls, zip, TIFF, PDF, DOC, XLS, ZIP, docx, xlsx) must be selected. If you receive this error, make sure the file you are uploading is one of the file types above.

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Solicitation Response Page Errors

The Solicitation Response process within Vendor Self-Service is divided into five separate steps. As the user proceeds through the response process, the system verifies that the user's input is valid at each step.

If an error is found in the user's input, Vendor Self-Service will prevent the user from moving to the next step and the error (along with any other warnings/informational message) will be described in a message box at the top of the page. Up to 10 messages will be displayed in this message box at a time; further messages can be displayed via the **View All Details** button at the bottom of the box.

Below is a list of common errors which users might encounter during the Solicitation Response process.

Step 1 (Respond to Lines) – Bidding with Condition

Comments Required error

Message: "Error: When Bidding with Condition, comments must be entered for Commodity."

To Fix: You will receive this error if you select the Bid with Condition response type, but leave the Comments box blank. Return to the commodity line with response type of Bid With Condition, and complete the Comment box page before clicking the **Go To Step 2** button.

Step 1 (Respond to Lines) – Bidding on a Line Type of Item

Unit Price Required error

Message: "Error: When Bidding on an Item, a unit price must be entered for Commodity Lot X, Line Y on the Respond to Lines tab."

To Fix: You will receive this error if you leave the Unit Price field blank when bidding on a commodity line with a Line Type of Item. Return to the commodity line and enter the Unit Price before clicking the **Go To Step 2** button.

Delivery Days Required error

Message: "Error: Delivery Days must be entered when bidding on an Item for Commodity Lot X, Line Y on the Respond to Lines tab."

To Fix: You will receive this error if you leave the Delivery Days field blank when bidding on a commodity line with a Line Type of Item. Return to the commodity line and enter the number of Delivery Days before clicking the **Go To Step 2** button.

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Step 1 (Respond to Lines) – Bidding on a Line Type of Service

Estimated Service Amount Required error

Message: “Error: When Bidding on Service, an Estimated Service Amount must be entered for Commodity.”

To Fix: You will receive this error if you leave the Estimated Service Amount field blank when bidding on a commodity line with a Line Type of Service. Return to the commodity line and enter the Estimated Service Amount before clicking the **Go To Step 2** button.

Step 1 (Respond to Lines) – Bidding on a Line Type of Discount

Discount Percent Required error

Message: “Error: When performing a Discount Bid, a Discount Percent must be entered for Commodity.”

To Fix: You will receive this error if you leave the Discount % field blank when bidding on a commodity line with a Line Type of Discount. Return to the commodity line and enter the Discount % before clicking the **Go To Step 2** button.

Catalog Required error

Message: “Error: When performing a Discount Bid, a Catalog must be entered for Commodity.”

To Fix: You will receive this error if you leave the Catalog field blank when bidding on a commodity line with a Line Type of Discount. Return to the commodity line and enter the Catalog name before clicking the **Go To Step 2** button.

Effective From Date Required error

Message: “Error: When performing a Discount Bid, an Effective From Date must be entered for Commodity.”

To Fix: You will receive this error if you leave the Effective From date blank when bidding on a commodity line with a Line Type of Discount. Return to the commodity line and enter the Effective From date before clicking the **Go To Step 2** button.

Effective To Date Required error

Message: “Error: When performing a Discount Bid, an Effective To Date must be entered for Commodity.”

To Fix: You will receive this error if you leave the Effective To date blank when bidding on a commodity line with a Line Type of Discount. Return to the commodity line and enter the Effective To date before clicking the **Go To Step 2** button.

Incorrect Effective From and Effective To Dates error

Message: “Error: The Effective From Date must be later than or equal to the Effective To Date for Commodity.”

To Fix: You will receive this error if the Effective From date you entered is less than the Effective To date you entered. Return to the commodity line and ensure that your Effective From date is on or before your Effective To date.

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Step 1 (Respond to Lines) – Bidding on a Line Type of Catalog

Discount Percent Required error

Message: “Error: When performing a Catalog Bid, a Discount Percent must be entered for Commodity.”

To Fix: You will receive this error if you leave the Discount % field blank when bidding on a commodity line with a Line Type of Catalog. Return to the commodity line and enter the Discount % before clicking the **Go To Step 2** button.

Catalog Required error

Message: “Error: When performing a Catalog Bid, a Catalog must be entered for Commodity.”

To Fix: You will receive this error if you leave the Catalog field blank when bidding on a commodity line with a Line Type of Catalog. Return to the commodity line and enter the Catalog name before clicking the **Go To Step 2** button.

Effective From Date Required error

Message: “Error: When performing a Catalog Bid, an Effective From Date must be entered for Commodity.”

To Fix: You will receive this error if you leave the Effective From date blank when bidding on a commodity line with a Line Type of Catalog. Return to the commodity line and enter the Effective From date before clicking the **Go To Step 2** button.

Effective To date Required error

Message: “Error: When performing a Catalog Bid, an Effective To Date must be entered for Commodity.”

To Fix: You will receive this error if you leave the Effective To date blank when bidding on a commodity line with a Line Type of Catalog. Return to the commodity and enter the Effective To date before clicking the **Go To Step 2** button.

Incorrect Effective From and Effective To Dates error

Message: “Error: The Effective From Date must be later than or equal to the Effective To Date for Commodity.”

To Fix: You will receive this error if the Effective From date you entered is less than the Effective To date you entered. Return to the commodity line and ensure that your Effective From date is on or before your Effective To date.

Step 1 (Respond to Lines) – Bidding on a Line Type of Cost-Plus Percentage

Discount Type Required error

Message: “Error: Percentage Type is required.”

To Fix: You will receive this error if you leave the Discount Type field blank when bidding on a commodity line with a Line Type of Cost-Plus Percentage. Return to the commodity line and pick the Discount Type before clicking the **Go To Step 2** button.

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Cost-Plus Percentage Required error

Message: “Error: Cost-Plus Percentage is required for the given Cost-Plus Type.”

To Fix: You will receive this error if you leave the Cost-Plus Percentage blank when bidding on a commodity line with a Line Type of Cost-Plus Percentage. Return to the commodity line and enter the Cost-Plus Percentage before clicking the **Go To Step 2** button.

Step 1 (Respond to Lines) – Bidding on a Line Type of Cost-Plus Fixed Amount

Cost-Plus Fixed Amount Required Error

Message: “Error: Cost-Plus Fixed Amount is required for the given Cost-Plus Type.”

To Fix: You will receive this error if you leave the Cost-Plus Fixed Amount field blank when bidding on a commodity line with a Line Type of Cost-Plus Fixed Amount. Return to the commodity line and enter the Cost-Plus Fixed Amount before clicking the **Go To Step 2** button.

Step 2 (Criteria Response) – Responding to Evaluation Criteria

Response of ‘Yes’ Required error

Message: “Error: Response Type is Mandatory Yes. Response of 'Yes' is expected.”

To Fix: You will receive this error if you have no answered “Yes” to a criterion in which “Mandatory Answer” is indicated as ‘Yes’. Review your criteria responses and ensure that you meet any criteria with “Mandatory Answer” indicated as ‘Yes’, then ensure that you have selected ‘Yes’ before clicking the **Go To Step 3** button.

No Criteria Response warning

Message: “Warning: No response was entered for Evaluation Criteria for Group X on the Criteria Response tab.” (X is the Evaluation Criteria Name)

To Fix: You will receive this warning for each Evaluation Criteria that you left unanswered. The system will allow you to move forward to the next step, but this warning will be shown each time you navigate to a new step, and you will be forced to hit **Submit** twice in Step 5 to confirm that you have noted and are ignoring these warnings. To fix these warnings, return to the Criteria Response step and enter responses to any criteria which you have not responded to.

Step 3 (Attach Your Files) – Attaching Files to your Response

File Type Not Valid error

Message: “Selected File Type is not valid.”

To Fix: You are only allowed to upload files which match one of the extensions in the list provided (txt, htm, doc, pdf, xml, tiff, pdf, xls, zip, TIFF, PDF, DOC, XLS, ZIP, docx, xlsx). Ensure that you are uploading a file of one of the allowed extensions.

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Step 4 (Discount/Comments) – Entering Discount Terms

Number of Days Required error

Message: “Error: A Number of Days must be specified for each Discount Percentage entered on the Discounts/Comments tab.”

To Fix: You will receive this error if you enter a discount percentage while leaving the number of days for that term blank. Enter the number of days for the discount term before clicking the **Go To Step 5** button.

Discount Percentage Required error

Message: “Error: A Discount Percentage must be specified for each Number of Days entered on the Discounts/Comments tab.”

To Fix: You will receive this error if you enter a number of days while leaving the discount percentage for that term blank. Enter the discount percentage for the discount term before clicking the **Go To Step 5** button.

Consecutive Discount Terms required error

Message: “Error: Discount terms should be entered consecutively on the Discounts/Comments tab.”

To Fix: You will receive this error if you attempt to enter discount terms on non-consecutive lines. (For example, entering a discount term on line 1 and line 3, while skipping line 2, will trigger this error.) Return to the Discount/Comment tab and enter your discount terms on consecutive lines before clicking the **Go To Step 5** button.

Incorrect Discount Days error

Message: “Error: Later Discount Days must be greater than the previous ones on the Discounts/Comments tab.”

To Fix: You will receive this error if the number of days entered for a discount term is a smaller number than the number of days entered for a previous discount term. In other words, your discount terms must be entered in increasing order with respect to number of days. Return to the Discount/Comment tab and ensure that your terms are entered in increasing order with respect to number of days before clicking the **Go To Step 5** button.

First Term Must be on First Line error

Message: “When entering a Discount term, the first term needs to be entered on the first line of the discount schedule on the Discounts/Comments tab.”

To Fix: You will receive this error if you skip the first line when entering your first discount term. Return to the Discount/Comment tab and enter your first discount term in the first discount term line before clicking the **Go To Step 5** button.

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Step 5 (Review/Submit) – Submitting your Response

No Criteria Response warning

Message: “Warning: No response was entered for Evaluation Criteria for Group X on the Criteria Response tab.” (X is the Evaluation Criteria Name)

To Fix: While attempting to **Submit** your response, you will receive this warning for each Evaluation Criteria that you left unanswered in Step 2. If you wish to ignore these warnings and submit your response anyway, you must hit the **Submit** button again. To fix these warnings, return to the Criteria page and enter responses to any criteria which you have not responded to.