

# Ariba Network Error Messages

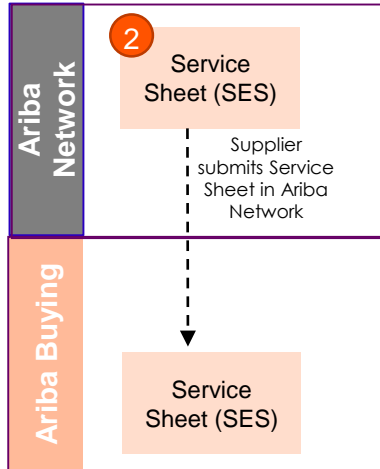
Supplier information

10-09-2020

Nouryon



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



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:**

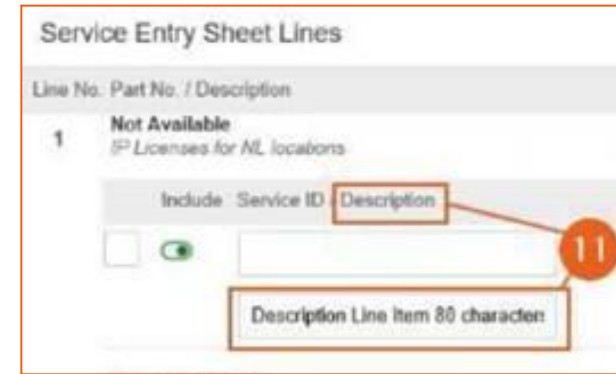
SES-58: The ad hoc line item details in the service entry sheet did not specify the part description. Provide the description and submit.

- **Meaning:**

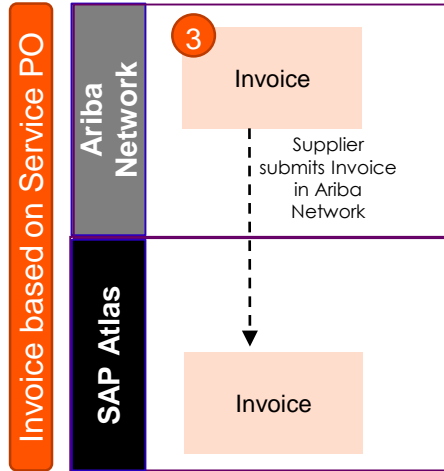
- Description is not correctly populated.

- **Solution:**

- Please check if the field on the right is completed. The below field is the description.
- If the error remains please reach out to [supplier.enablement@Nouryon.com](mailto:supplier.enablement@Nouryon.com)



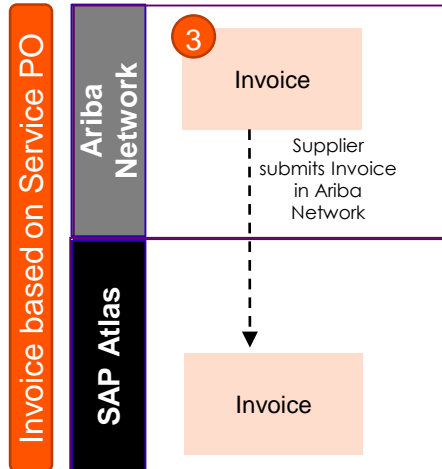
# Error Messages when submitting Invoice on the Ariba Network by supplier – Service PO



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-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](mailto: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.

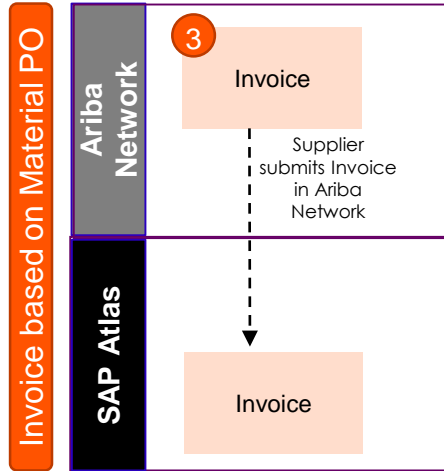
# Error Messages when submitting Invoice on the Ariba Network by supplier – Service PO



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](mailto:supplier.enablement@nouryon.com)
  - **Option 3:** Sent an email to [supplier.enablement@nouryon.com](mailto: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.

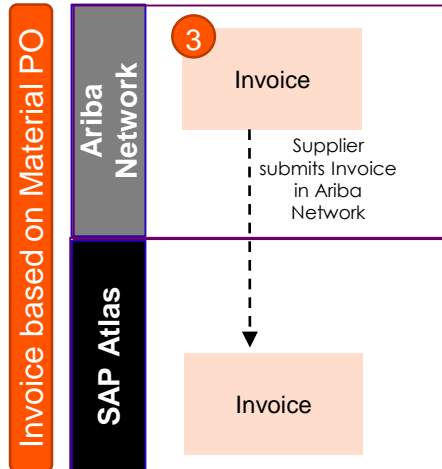
# Error Messages when submitting Invoice on the Ariba Network by supplier – Material PO



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-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](mailto: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:**
  - *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](mailto:supplier.enablement@nouryon.com)
  - **Option 3:** Sent an email to [supplier.enablement@nouryon.com](mailto: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.