

SAP Ariba

PROCUREMENT SERVICES DIVISION



End-User Training

Common Error Guide

The purpose of this job aid is to provide examples of common error messages encountered during order creation in Ariba as well as the steps to take to resolve them.

Click the error description below to jump to its section.

Page 4

 The following errors were received from the external system:
E : No instance of object type PurchaseRequisition has been created. External reference: # 1
E : Please enter material number or account assignment category
E : No commitment item entered in item 00010 1000

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 Please select STO suppliers on all the lines

Page 8-9

 Line item 1: Need By Date must be 3 days for Delivery Priority 01.

Page 10-14

 The following errors were received from the external system:
E : Requested Material 6157591135 only 51.000- is available
E : Processing terminated since the customising resulted in Error.

Page 15-16

 Line item 1: Need-by Date cannot be in the past

Page 17-21

 The following errors were received from the external system:
E : No instance of object type PurchaseRequisition has been created. External reference: # 1
E : Enter Material Group

Click the error description below to jump to its section.

Page 22

 The following errors were received from the external system:
E : Annual budget exceeded by 3,060.80 USD (Y5-Specific Line Item Ctrl) for several document items from item 00010 on
E : Instance 10144965 of object type PurchaseRequisition could not be changed

Page 23-24

 You cannot do a direct release on contract C869 because it has hard maximum limit set to \$1,163,408.66 USD and there is only \$0.32 USD left to release on the contract

⚠ The following errors were received from the external system:
E : No instance of object type PurchaseRequisition has been created. External reference: # 1
E : Please enter material number or account assignment category
E : No commitment item entered in item 00010 1000

This error occurs while submitting a Purchase Requisition (PR) for approval. The error occurs when the 'Direct Purchase' radio button on the Purchase Requisition is mistakenly set to 'Yes'.

To correct this, edit your Purchase Requisition and on the header level change the 'Direct Purchase' selection to 'No' and then resubmit the PR.

The screenshot shows a web interface for a Purchase Requisition. At the top, the title is "Direct Purchase Error Test Order" and the total cost is "\$1.00 USD". The breadcrumb trail is "Checkout / PR60405". The form contains several fields and radio buttons:

- Need-by Date: December 30, 2024
- Requester: REQUESTOR24
- Company Code: 1000 (LAUSD)
- SBE Preference: Yes (unselected), No (selected)
- Invoice Processor SAP ID: Not specified
- Retention Percentage: (empty field)
- FM Posting Date: December 24, 2024
- Deliver To: REQUESTOR24
- Plant: 1000 (Schools and Offices)
- Suppress Order: Yes (unselected), No (selected)
- Invoice Processor: (no value)
- Direct Purchase: Yes (unselected), No (selected)** (This section is highlighted with a red box)
- Shipping Charges: Not specified
- On Behalf Of: REQUESTOR24



Please select STO suppliers on all the lines

This error occurs when your PR contains items from the District Supply Center (Stores Warehouse) and one or more outside suppliers. When creating District Supply Center orders, you cannot mix outside supplier items in the same PR.

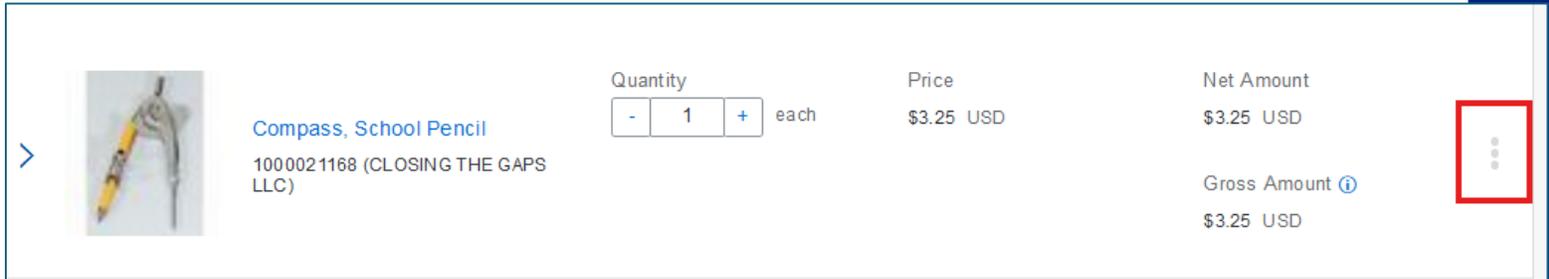
To resolve this error message, review all of your line items to identify those from another supplier.

As you review your order, you can see the Supplier indicated on each line under the item name.

>		BADGE "HELLO MY NAME IS" SELF-ADH 100/BX	Quantity - 1 + Box	Price \$1.89 USD	Net Amount \$1.89 USD	⋮
		1000006781 (District Supply Center)			Gross Amount ⓘ \$1.89 USD	
>		Compass, School Pencil	Quantity - 1 + each	Price \$3.25 USD	Net Amount \$3.25 USD	⋮
		1000021168 (CLOSING THE GAPS LLC)			Gross Amount ⓘ \$3.25 USD	

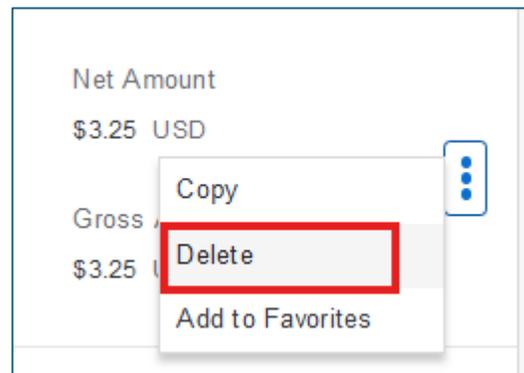
Remove any lines which are not from the District Supply Center from your order.

To do this, click the 3 dots to the right of the line you need to remove-



The screenshot shows a single order line item. On the left is a small image of a yellow and silver school compass. To its right, the text reads "Compass, School Pencil" in blue, followed by "1000021168 (CLOSING THE GAPS LLC)" in black. Further right is a quantity selector with a minus sign, the number "1", and a plus sign, followed by the word "each". To the right of the quantity is the price "\$3.25 USD". On the far right, there are two rows of text: "Net Amount \$3.25 USD" and "Gross Amount ⓘ \$3.25 USD". A red rectangular box highlights a vertical ellipsis (three dots) icon on the right side of the line item.

From the options menu which opens, click 'Delete'



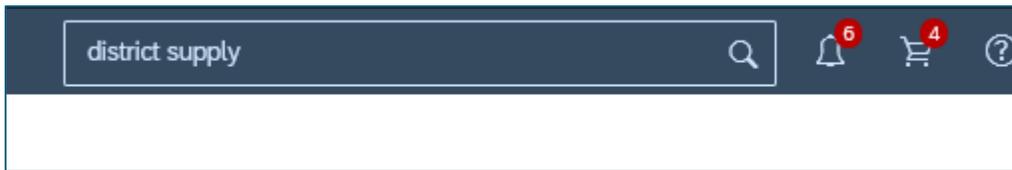
The screenshot shows a close-up of the options menu that appears when the three-dot icon is clicked. The menu is a white box with a light gray border. It contains three items: "Copy", "Delete", and "Add to Favorites". The "Delete" option is highlighted with a red rectangular box. To the right of the menu is a small blue icon consisting of three vertical dots.

Repeat this process for any additional lines which need to be removed. Once you've confirmed there are only District Supply Center items in your order, you may click 'Submit' to submit the order for approval.

If you'd like to order the items you removed, you may create a new PR for that Supplier and submit.

To avoid this error, ensure that when creating District Supply Center orders the words 'District Supply' remain in the search bar as you search for items to purchase.

Alternatively, you can continue to navigate back to the District Supply Center tile to add additional items to your cart .



You can also confirm the District Supply Center is shown on the item prior to adding it to your cart. If the item you want to purchase is from another supplier you will need to create a separate order.



PADLOCK COMBINATION, W/CNTRL KEY

District Supply Center

Supplier Part #: 4505546010

\$8.85 USD / 1.0 each

Available in 1 day(s)

Add to cart



MASTER LOCK 1525 RED(V69 SERIES ONLY)

EMPIRE STEEL ERECTORS

Supplier Part #: 7MSLK1504D

\$14.99 USD / each

No lead time available

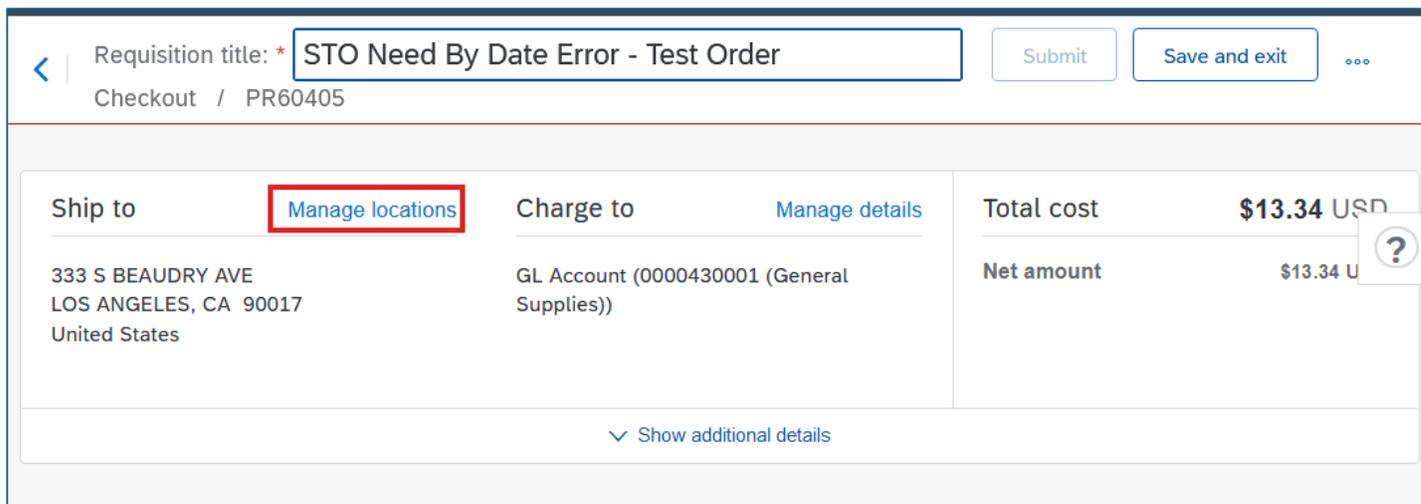
Add to cart

 Line item 1: Need By Date must be 3 days for Delivery Priority 01.

This error occurs while creating orders for the District Supply Center and setting the 'Need By' date. There are several Delivery Priority options you may select when ordering from the District Supply Center.

If you've selected Delivery Priority 01 – Regular Delivery, you must set your need by date to 3 weekdays from the date of order creation.

To update this, open your PR and click 'Edit' if you've saved it. Click 'Manage locations' at the header level of the order.



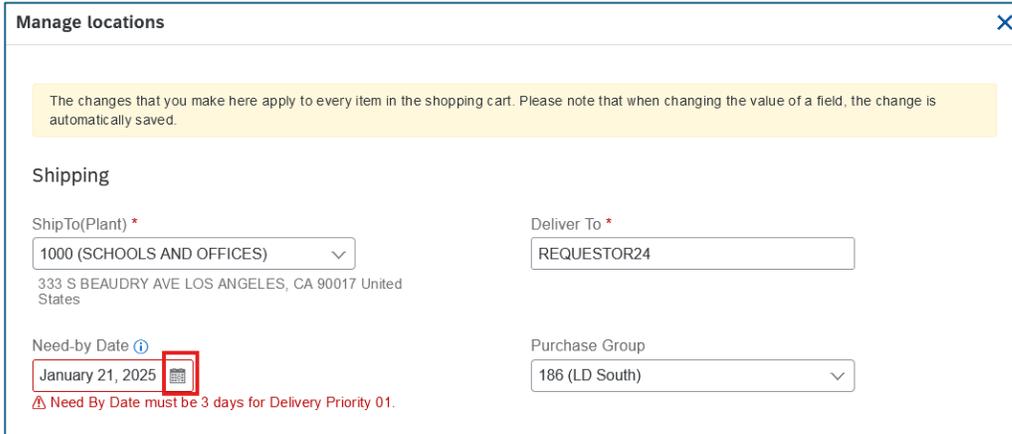
Requisition title: * Submit Save and exit ...

Checkout / PR60405

Ship to	Manage locations	Charge to	Manage details	Total cost	\$13.34 USD
333 S BEAUDRY AVE LOS ANGELES, CA 90017 United States		GL Account (0000430001 (General Supplies))		Net amount	\$13.34 U 

[Show additional details](#)

Click the calendar icon next to the Need-by Date field



Manage locations

The changes that you make here apply to every item in the shopping cart. Please note that when changing the value of a field, the change is automatically saved.

Shipping

ShipTo(Plant) *
1000 (SCHOOLS AND OFFICES)
333 S BEAUDRY AVE LOS ANGELES, CA 90017 United States

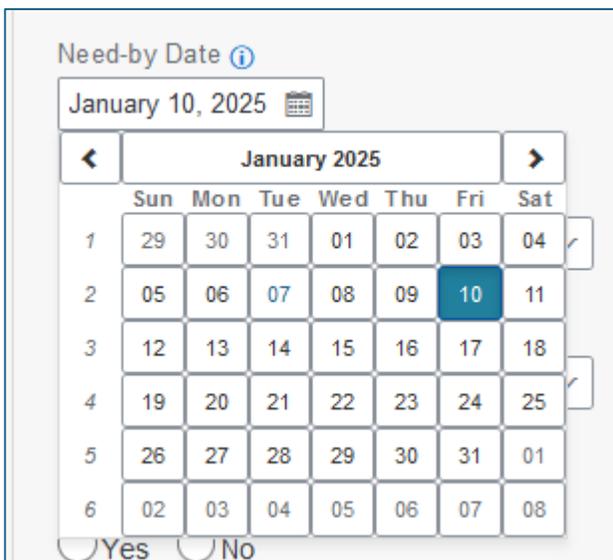
Deliver To *
REQUESTOR24

Need-by Date ⓘ
January 21, 2025

Purchase Group
186 (LD South)

⚠ Need By Date must be 3 days for Delivery Priority 01.

For regular delivery, click the date on the calendar 3 business days from the day you are creating the order. For example, today is Jan. 7th, so I will select Jan. 10th as my need-by date. After selecting the new date, click 'Done'.

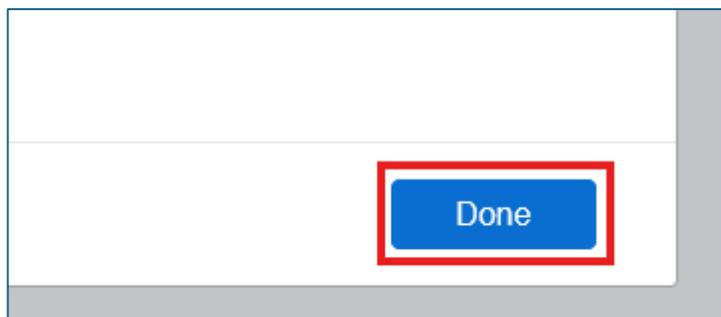


Need-by Date ⓘ

January 10, 2025

	Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	29	30	31	01	02	03	04
2	05	06	07	08	09	10	11
3	12	13	14	15	16	17	18
4	19	20	21	22	23	24	25
5	26	27	28	29	30	31	01
6	02	03	04	05	06	07	08

Yes No



Done

You may now submit your order for approval, and you will not receive the previous error message.

 The following errors were received from the external system:
E : Requested Material 6157591135 only 51.000- is available
E : Processing terminated since the customising resulted in Error.

This error message occurs when an item you have requested from the District Supply Center does not have enough stock to cover your order. Backorders can only be created for orders with Regular or Future delivery Priorities.

In the example above, the error message is indicating that Material #61567599135 has -51 in stock.

If your order was created with Regular or Future Delivery and you receive this error, the item indicated in the error message has been discontinued and is unavailable for ordering. Please remove the item from your order and then submit your PR.

If your order has an Overnight, Same Day or Will Call delivery priority, continue to the next page for next steps.

First, update the delivery priority for your order to select Regular (3 business days) or Future (4+ days) to see if a backorder is possible.

The Delivery Priority field is found in the order's header. Click 'Show additional details' at the top of the order.

Requisition title: * STO Backorder or Discontinued Error - Test Order Submit Save and

Checkout / PR60405

Ship to Manage locations	Charge to Manage details	Total cost	\$13.34 USD
333 S BEAUDRY AVE LOS ANGELES, CA 90017 United States	GL Account (0000430001 (General Supplies))	Net amount	\$13.34 USD
Show additional details			

Scroll down to the 'Delivery Priority' field and click the downward arrow to make a new selection. Change to 'Regular' Or 'Future Delivery'.

Delivery Priority

Future Delivery ^

[Clear selection](#)

Future Delivery

Overnight

Same Day

Regular

Will Call

[Browse all](#)

You will need to update the delivery date to match the priority you selected. To do this, click 'Manage Locations' in the order's header.

Requisition title: * ...

Checkout / PR60405

Ship to Manage locations	Charge to Manage details	Total cost \$13.34 USD
333 S BEAUDRY AVE LOS ANGELES, CA 90017 United States	GL Account (0000430001 (General Supplies))	Net amount \$13.34 USD ?

[Show additional details](#)

Click the calendar icon next to the Need-by Date field

Manage locations ✕

The changes that you make here apply to every item in the shopping cart. Please note that when changing the value of a field, the change is automatically saved.

Shipping

ShipTo(Plant) *

Deliver To *

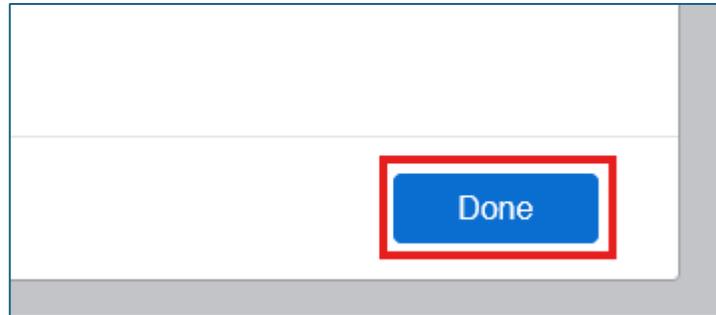
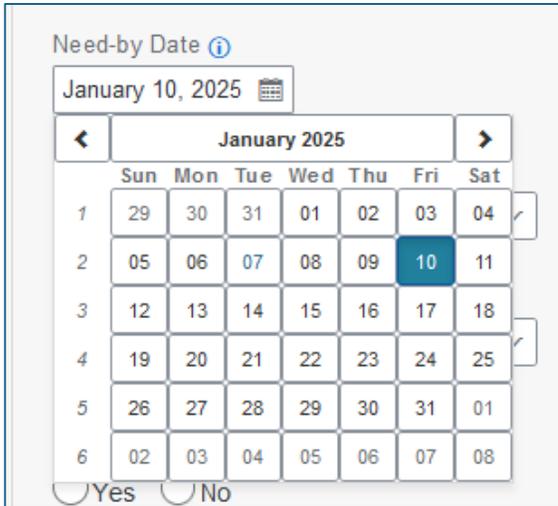
Need-by Date ⓘ

Purchase Group

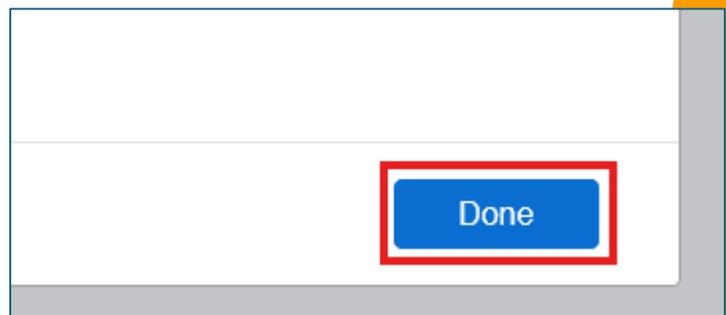
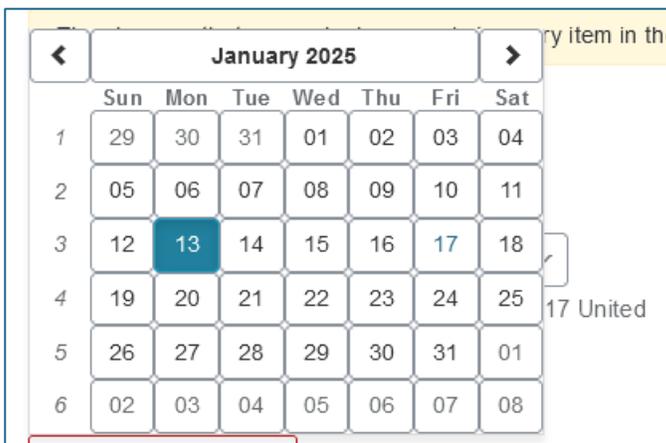
⚠ Need By Date must be 3 days for Delivery Priority 01.

If you selected 'Regular' Delivery Priority, click the date on the calendar 3 business days from the day you are creating the order. *For example, today is Jan. 7th, so I will select Jan. 10th as my need-by date.*

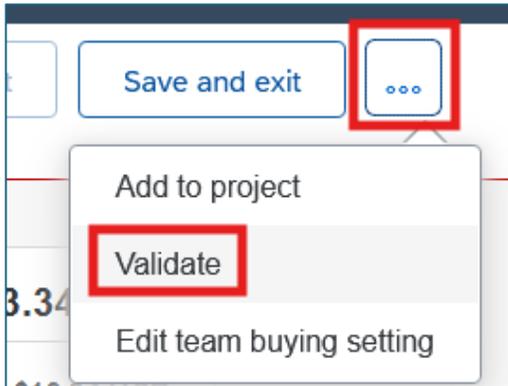
After selecting the new date, click 'Done'.



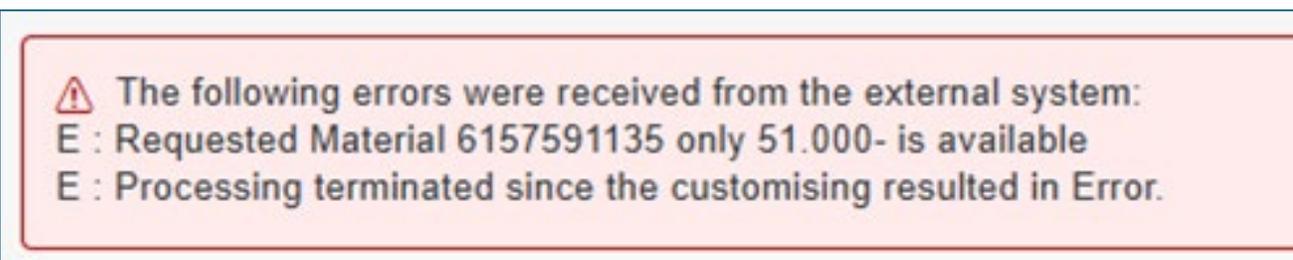
If you selected the 'Future Delivery' priority, you will need to set the date 4 or more weekdays from the current date. *For example, today is Jan. 7th, so I will select Jan. 13th or later.*



After changing the Delivery Priority, scroll to the top of your order and click the ellipses (...) in the top right. Then, click 'Validate'.



If the original error message is still displayed, then the item has been discontinued and is unavailable to order from the District Supply Center. You will need to remove the item from your order before submitting.



For questions regarding the availability of items from the District Supply Center, please contact the District Supply Center's Customer Service Unit:

Telephone: (562) 654-9005

Email: office.stores@lausd.net



Line item 1: Need-by Date cannot be in the past

This error message indicates that the Need-By Date for your order is in the past and needs to be updated before submitting your PR.

This may occur if you previously saved a PR and are returning to edit and submit it at a later date.

To resolve this error message, open your PR. Click Edit if you've saved and closed it previously.

Scroll down, then click 'Manage locations' in the order's header.

Requisition title: * ...

Checkout / PR60405

Ship to	Manage locations	Charge to	Manage details	Total cost	\$13.34 USD
333 S BEAUDRY AVE LOS ANGELES, CA 90017 United States		GL Account (0000430001 (General Supplies))		Net amount	\$13.34 U 

[Show additional details](#)

Click the calendar icon next to the Need-by Date field.

Manage locations

The changes that you make here apply to every item in the shopping cart. Please note that when changing the value of a field, the change is automatically saved.

Shipping

ShipTo(Plant) *
1000 (SCHOOLS AND OFFICES) 333 S BEAUDRY AVE LOS ANGELES, CA 90017 United States

Deliver To *
REQUESTOR24

Need-by Date ⓘ
January 6, 2025

Purchase Group
186 (LD South)

⚠ Need-by Date cannot be in the past

Shipping items to different locations? Done

Select a Need-by Date which aligns with your Delivery Priority and then click 'Done'. You may now submit your order.

Regular deliveries should be set to the weekday 3 days from the current date. Future Delivery order should be set to 4+ weekdays from the current date.

Need-by Date ⓘ

January 10, 2025

January 2025

	Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	29	30	31	01	02	03	04
2	05	06	07	08	09	10	11
3	12	13	14	15	16	17	18
4	19	20	21	22	23	24	25
5	26	27	28	29	30	31	01
6	02	03	04	05	06	07	08

Yes No

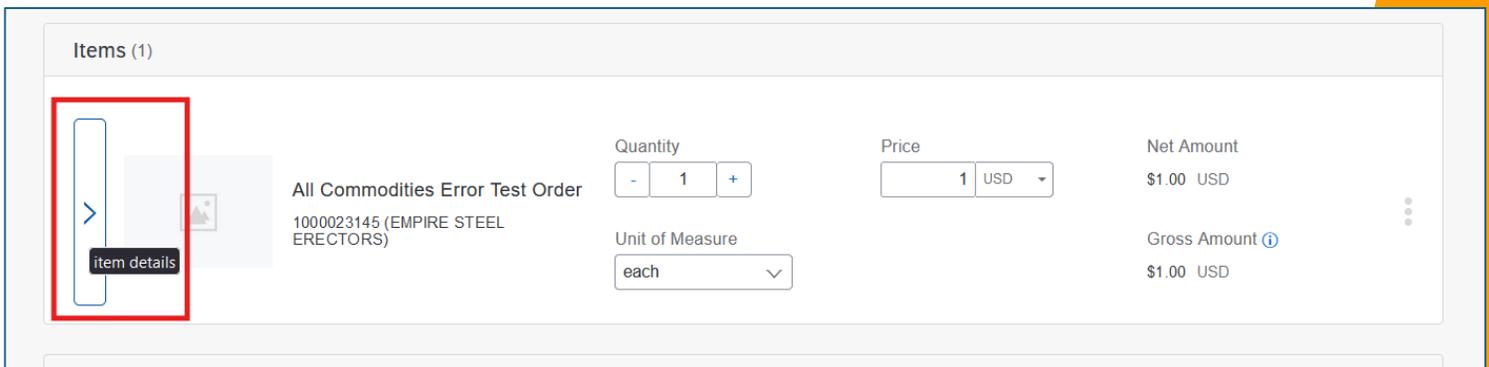
Done

 The following errors were received from the external system:
E : No instance of object type PurchaseRequisition has been created. External reference: # 1
E : Enter Material Group

This error message occurs when an item is added to your cart with 'All Commodities' selected for the Commodity Code/Material Group.

To correct this error, you will need to select a specific Commodity Code/Material Group for the line items which were entered with 'All Commodities' selected.

Scroll down to the line item with the error, and click the arrow to expand the line details.



The screenshot shows a shopping cart item with the following details:

Item Name	Quantity	Price	Net Amount	Gross Amount
All Commodities Error Test Order 1000023145 (EMPIRE STEEL ERECTORS)	- 1 +	1 USD	\$1.00 USD	\$1.00 USD

The expandable arrow icon is highlighted with a red box and labeled "item details".

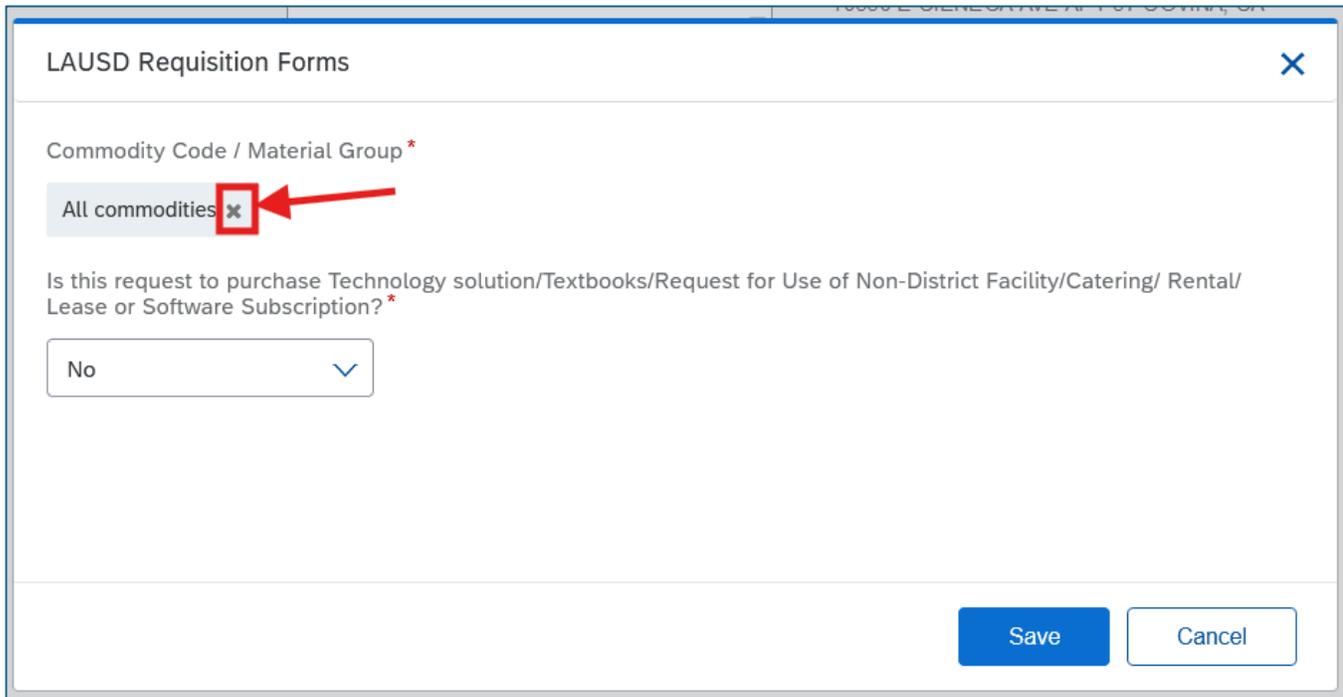
Once the line item details have been expanded, click 'Line Item Form Details'

▼		All Commodities Error Test Order 1000023145 (EMPIRE STEEL ERECTORS)	Quantity	<input type="text" value="1"/>	Price	<input type="text" value="1"/> USD	Net Amount	\$1.00 USD
			Unit of Measure	<input type="text" value="each"/>			Gross Amount ⓘ	\$1.00 USD
Name		<input type="text" value="All Commodities Error Test Order"/>	Vendor		<input type="text" value="1000023145 (EMPIRE STEEL ERECTORS)"/>			
Description		<input type="text" value="All Commodities Error Test Order"/>	Contact		<input type="text" value="Riley Provider"/> 19550 E CIENEGA AVE APT 57 COVINA, CA 91724 United States			
Supplier Part Number		<input type="text"/>	Supplier Part Auxiliary ID		<input type="text"/>			
		> Line Item Form Details						
		> Accounting	GL Account (0000430001 (General Supplies))					
		> Shipping	ShipTo(Plant) (1000 (Schools and Offices))					

Click 'Edit Line Item Form'

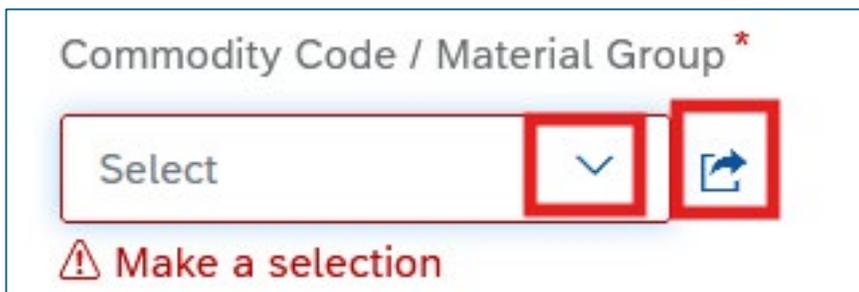
▼ Line Item Form Details
Edit Line Item Form
> Accounting GL Account (0000430001 (General Supplies))

In the window that opens, click the small 'x' next to the All Commodities selection which was made previously.



The screenshot shows a window titled "LAUSD Requisition Forms" with a close button in the top right corner. Below the title bar, there is a label "Commodity Code / Material Group *". Underneath this label is a dropdown menu with the text "All commodities" and a small "x" icon to its right. A red square highlights the "x" icon, and a red arrow points to it from the right. Below the dropdown menu is another label: "Is this request to purchase Technology solution/Textbooks/Request for Use of Non-District Facility/Catering/ Rental/ Lease or Software Subscription? *". Underneath this label is a dropdown menu with the text "No" and a downward arrow icon. At the bottom right of the window, there are two buttons: "Save" (blue) and "Cancel" (white with a blue border).

Next, search and select the appropriate Commodity Code / Material Group. You may do this in the dropdown search using the downward arrow, or open a search window by clicking the icon with the box and arrow.



This is a close-up of the "Commodity Code / Material Group *" dropdown menu. The text "Select" is visible in the dropdown box. To the right of the text are two icons: a downward arrow and a search icon (a magnifying glass over a document). Both icons are highlighted with red boxes. Below the dropdown menu, there is a red warning icon (a triangle with an exclamation mark) followed by the text "Make a selection".

Search for Commodity Code / Material Groups by number or name and make the selection that best matches the goods or service you are purchasing.

Toggle your search by selecting 'Name' or 'ID' from the dropdown selection and search accordingly

Select CommodityCode

Name Search...

ID	Organisation Hierarchy	
	Name	Select
	All Commodities (All)	Select
	STEAM/STEM INSTRUCTIONAL MATERIALS,SUPPLIES (78553)	Select

Cancel

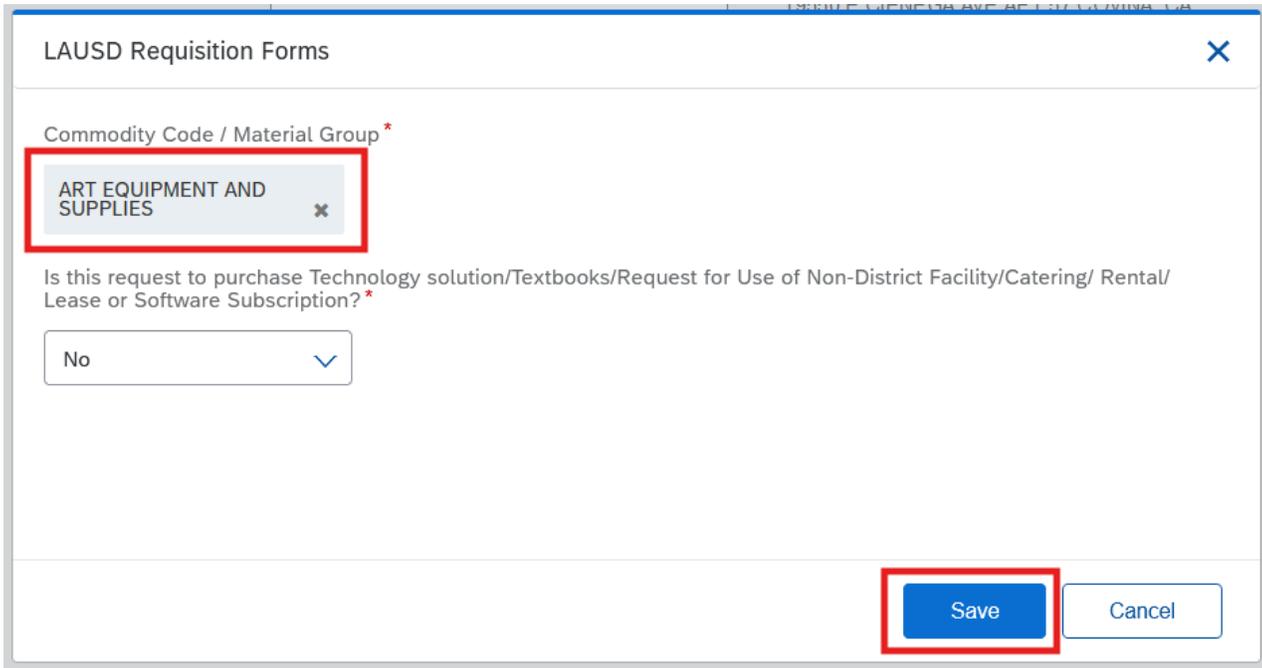
Once you've found the appropriate commodity code / material group, click 'Select'

Select CommodityCode

Name art

Organisation Hierarchy		
>	AIR CONDITIONING, HEATING, AND VENTILATING: PARTS (03101)	Select
>	AMUSEMENT AND ENTERTAINMENT (INCL PERF ARTS PROS) (96205)	Select
>	ART EQUIPMENT AND SUPPLIES (05000)	Select
>	ART OBJECTS (05200)	Select

Confirm that your selection has been updated, and then click 'Save'.



LAUSD Requisition Forms

Commodity Code / Material Group *

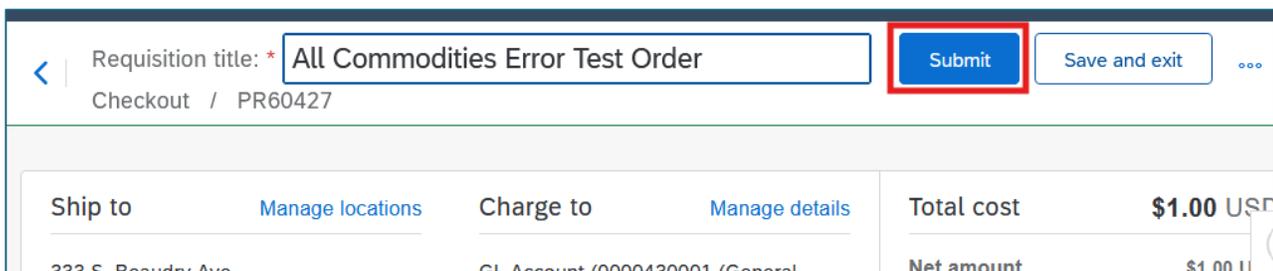
ART EQUIPMENT AND SUPPLIES

Is this request to purchase Technology solution/Textbooks/Request for Use of Non-District Facility/Catering/ Rental/ Lease or Software Subscription? *

No

Save Cancel

Repeat this process for any additional lines which were created with the 'All Commodities' selection, then you may submit your PR for approval.



Requisition title: * All Commodities Error Test Order

Checkout / PR60427

Submit Save and exit

Ship to	Manage locations	Charge to	Manage details	Total cost	\$1.00 USD
333 S. Beaudry Ave		GL Account (0000430001 (General		Net amount	\$1.00 U

 The following errors were received from the external system:
E : Annual budget exceeded by 3,060.80 USD (Y5-Specific Line Item Ctrl) for several document items from item 00010 on
E : Instance 10144965 of object type PurchaseRequisition could not be changed

Error messages which contain the message 'Annual budget exceeded' typically indicate that the funding source you entered does not have the budget to cover your order.

To resolve this issue, review the funding information on your order and update to another funding source or contact your fiscal specialist for alternative funding.

Please find the following job aid which covers how to make header level changes which update all lines of your order at once:

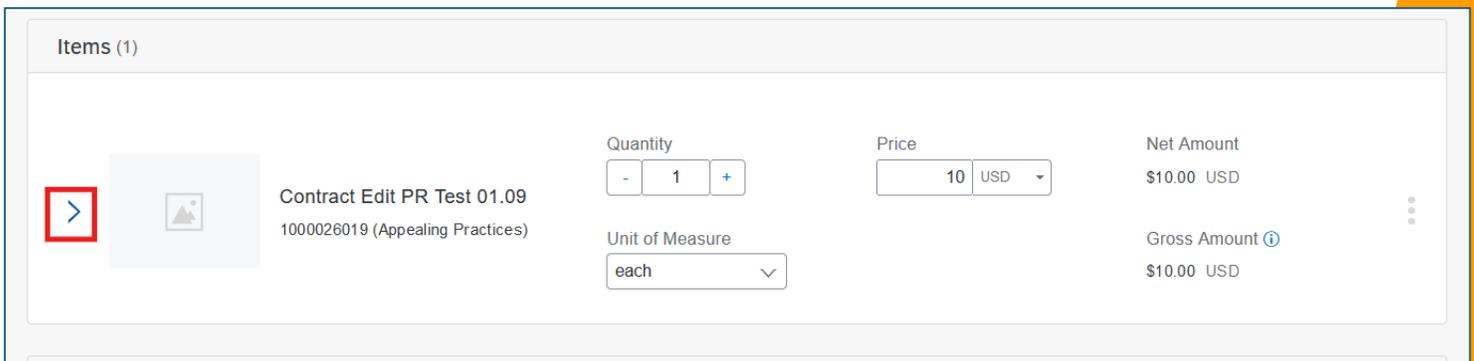
[How to Update the Funding or Shipping Information for All Lines of Purchase Requisition](#)

 You cannot do a direct release on contract C869 because it has hard maximum limit set to \$1,163,408.66 USD and there is only \$0.32 USD left to release on the contract

This error message indicates that the contract tied to your PR doesn't have the capacity to cover your purchase.

To resolve this issue, note the Contract # you would like to use in the comments of the PR and remove the contract from all line items before submitting the PR for approval.

First, open your PR and click 'Edit' if you've previously saved it. To remove the contract, scroll down to the line item and click the arrow to open its details.



The screenshot shows a table with one line item. The item is titled 'Contract Edit PR Test 01.09' with a sub-description '1000026019 (Appealing Practices)'. The quantity is set to 1, and the price is 10 USD. The net amount is \$10.00 USD, and the gross amount is also \$10.00 USD. A red box highlights a right-pointing arrow icon next to the item name, which is used to open the item's details.

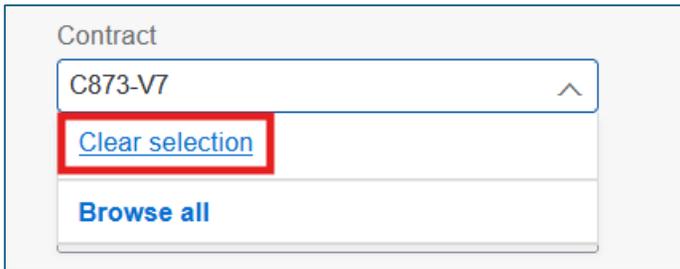
Items (1)	
	 Contract Edit PR Test 01.09 1000026019 (Appealing Practices)
Quantity	<input type="text" value="1"/>
Price	<input type="text" value="10"/> USD
Unit of Measure	<input type="text" value="each"/>
Net Amount	\$10.00 USD
Gross Amount ?	\$10.00 USD

Scroll down in the line item details to view the 'Contract' field and click the downward arrow



A screenshot of a web form showing a dropdown menu labeled "Contract". The selected value is "C873-V7". A red square highlights the downward-pointing arrow icon on the right side of the dropdown box.

Click 'Clear Selection' to remove the contract from the line. Repeat this process for all lines on the order.



A screenshot of a web form showing a dropdown menu labeled "Contract". The selected value is "C873-V7". Below the dropdown box, there are two options: "Clear selection" and "Browse all". A red rectangle highlights the "Clear selection" option.

If your quote reflects this contract #, or you need your order to reference the contract, please note the contract # in the comments field of your PR before submitting.

Following approval by your Principal/Administrator, your Regional Buyer will receive the PR for processing and work with the appropriate Procurement staff to update the contract as needed before issuing the Purchase Order.