

Failure Reason	Action Required
<p>The PO number referenced in your invoice does not exist in the Tungsten Network database. Please either correct the PO number, or if it is correct, please contact your customer to confirm the PO is communicated to Tungsten.</p>	<p>The PO number you have provided is either incorrect or is not available in Tungsten. Please review the referenced PO number and correct it if applicable. If you believe the PO number provided is correct, please contact Schneider at aptungsteninquiry@schneider-electric.com</p>
<p>Failed Buyer PO Validation</p>	<p>The PO number you have provided is either incorrect or is not available in Tungsten. Please review the referenced PO number and correct it if applicable. If you believe the PO number provided is correct, please contact Schneider at aptungsteninquiry@schneider-electric.com</p>
<p>Invalid PO Line Number</p>	<p>At least one of the PO line item numbers you have provided on your invoice is not available on the referenced PO provided by Schneider Electric. You can verify all the PO line item numbers on your PO when you log in the Tungsten portal and go to "My POs". If you believe that the PO line item number you are providing is still correct although it doesn't appear on the PO sent by Schneider, please contact your client directly and provide the invoice number and the PO number - aptungsteninquiry@schneider-electric.com. If you are not sure where in the data file you are sending to Tungsten the PO line item number is provided, please raise a ticket to Tungsten supplier support team directly from the Tungsten portal.</p>
<p>Relationship not set-up: The customer you are sending your invoice to has not set-up a relationship with your account. Please raise a support ticket and we will verify with your customer that the relationship should be set-up and we will notify you when this has been done. Please reference the invoice number when you raise the ticket.</p>	<p>This error indicates that you are trying to submit an invoice to a Schneider entity you are not currently connected to in Tungsten system. Please raise a support ticket and Tungsten will verify with your customer that the relationship should be set-up and will notify you when this has been done. Please reference the invoice number when you raise the ticket.</p>

<p>Mandatory Field Error: A key field is missing in your invoice line item data which could either be product description/product number, quantity, unit price, unit of measure or line net. If you need help, please raise a support ticket referencing the error and the invoice number.</p>	<p>This error indicates that there is a missing mandatory invoice line item data field in the invoice sent to Tungsten. This could be product description/product number, quantity, unit price, unit of measure or line net. Please revise the issue with your technical team and resubmit the invoice to Tungsten. If you are not sure which field is missing, please raise a ticket with Tungsten supplier support team for further assistance.</p>
<p>Invoice does not add up: either the sum of the line totals does not equal the net total; the sum of the line tax amounts does not equal the tax total; or the sum of the net total and the tax total does not equal the invoice total. Please check the amounts you have used and correct them. If you need additional help, please raise a support ticket for this problem referencing the error and the invoice number.</p>	<p>This error indicates that either the sum of the line totals does not equal the net total; the sum of the line tax amounts does not equal the tax total; or the sum of the net total and the tax total does not equal the invoice total. Please check the amounts you have used, correct them and resend your invoice to Tungsten. If you need additional help, please raise a support ticket for this problem referencing the error and the invoice number.</p>
<p>Invalid Customer ID: The customer identifier you have used for the receiver of the invoice is not recognized by the Tungsten Network system. The identifier is used by Tungsten to ensure your invoice is delivered to the correct customers entity. Please check the ID you have used for the customer (the customer ID used by you is displayed in this error notification) and correct it. If you need additional help, please raise a support ticket for this problem referencing the error and the invoice number.</p>	<p>In the invoice data file, you are sending to Tungsten, you are providing an indicator to show which Schneider entity you are trying to invoice. If your invoice is failing for this error, it means that the indicator used is not currently set-up in Tungsten. Please log in the Tungsten portal and go to "Customers" -> "Customer relationships" -> click on the "Edit" button for the relevant Schneider account, add your indicator and save it. Once this is completed, you can resend your invoice(s) to Tungsten.</p>
<p>Value Error: The invoice total cannot be zero or be a negative value. If the value is negative, the document should be re-issued as a credit note. If you need assistance, please raise a support ticket.</p>	<p>This error indicates that the invoice total cannot be zero or be a negative value. If the value is negative, the document should be re-issued as a credit note. Please correct the values with your technical team and resend the invoices to Tungsten.</p>

<p>PO Line Numbers may contain only numeric characters</p>	<p>This error indicates that in the field for "PO line item number" you have provided characters different from digits. These might be letters, hyphens, etc. which is incorrect. The PO line item number should always be a number and nothing else. Please correct the data and resend your invoices to Tungsten.</p>
<p>An Undetermined Error has occurred: This needs to be investigated by Tungsten Network Support. Please raise a support ticket for this problem, referencing the error and the invoice number.</p>	<p>This error needs to be investigated by Tungsten Network Support. Please raise a support ticket for this problem, referencing the error and the invoice number.</p>
<p>Invalid Invoice Date: The date format used is not recognized. Please check the format and change if necessary. If the format looks okay, please raise a support ticket and we will investigate it for you.</p>	<p>This error indicates that the invoice date format used is not recognized. Please check the format and change it if necessary. If the format looks okay, please raise a support ticket and provide the invoice number and the reason why you believe the data is still correct.</p>
<p>Mandatory Field Error: Your invoice is missing Form of Payment and this is a mandatory field for your invoices. Please correct and re-submit the invoice.</p>	<p>This error indicates that there is a missing mandatory data "Form of Payment" is missing on the invoice you have sent to Tungsten. Please check this issue with your technical team and once this is fixed, please resend the invoice to Tungsten.</p>
<p>Mandatory field Invoice Date is empty</p>	<p>This error indicates that you have not provided a mandatory field "Invoice Date" on your invoice. Please correct the issue on your file and resend it to Tungsten.</p>
<p>Mandatory field Invoice Number is empty</p>	<p>This error indicates that you have not provided a mandatory field "Invoice number" on your invoice. Please correct the issue on your file and resend it to Tungsten.</p>
<p>Multiple Purchase Order Numbers are not allowed on a single invoice</p>	<p>This error indicates that you have provided multiple PO numbers on a single invoice. This is not allowed by Schneider Electric. Please change the incorrect PO number(s) and once completed, resend your invoice to Tungsten Network.</p>
<p>Rejected by PreProcessor</p>	<p>This error needs to be investigated by Tungsten Network Support. Please raise a support ticket for this problem, referencing the error and the invoice number.</p>

Duplicate document number among documents from senders matching group to receivers matching group	This error indicates that you have sent a duplicate invoice to Tungsten. Please double-check the data on your side and if needed, resend the invoice with new/corrected invoice number that has not been sent before to Tungsten.
Mandatory field Invoice Details is empty	This error indicates that you have not provided a mandatory field "Invoice Details" on your invoice. Please correct the issue on your file and resend it to Tungsten.