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## Invoice submission common interface error messages received from SAP S/4 HANA

### **1) Please check valid partner bank type for payment method**

-Root cause of error is due to supplier's bank details not maintained in BP Vendor Records

-The NUS Requestor is required to send a copy of Form Z to Supplier for completion and send the completed form to OFNVEN (ofnven@nus.edu.sg) to add bank details in BP Vendor records.

-Once the bank details have been maintained in BP Vendor records, NUS Requestor is required to inform the supplier to resubmit invoice in Ariba Network.

### **2) Quantity invoiced greater than goods receipt quantity (XXX.XX)**

-Root cause of error is due to supplier submitted invoice with quantity greater than Goods Receipt (GR) quantity

- Supplier is required to contact NUS requestor to perform sufficient GR in PO.

- After Supplier has sighted that GR has been performed in the PO, Supplier can resubmit the invoice in Ariba Network.

### **3) Item 000XX for purchasing document 8000XXXXXX not selectable**

-Root cause of error is due to Goods Receipt (GR) has not been performed by NUS requestor in the specified PO item.

- Supplier is required to contact NUS requestor to perform GR in PO.

- After Supplier has sighted that GR has been performed in the PO, Supplier can resubmit the invoice in Ariba Network.

If there are further clarifications, please email your enquiry to NUS Accounts Payables.

Note: Please indicate the PO number in your request

**4) Balance not zero: XX.XX debits: XX.XX credits: XX.XX**

- Root cause of error is due to supplier added additional amount not catered in PO during invoice submission in Ariba.
- Ariba only allows suppliers to submit invoice up to the PO amount.
- If there is a need to invoice the additional amount, Supplier should liaise with NUS Requestors directly for alternate billing arrangements.

**5) Overall budget exceeded by XX.XX (FM PB Availability Control)**

- Root cause of error is due to insufficient budget for the WBS used in the Purchase Order.
- Supplier to contact NUS Requestor for follow-up.
- NUS Requestor to contact NUS Department Finance to confirm if the WBS for the purchase is correct. If it is correct, Department Finance to top-up the funds in SAP S/4HANA.
- Once the funds issue is resolved in SAP S/4HANA, Department to inform Supplier to resubmit invoice in Ariba.

**6) Annual budget exceeded by XX.XX (FM PB Availability Control)**

- Root cause of error is due to insufficient budget for the WBS used in the Purchase Order.
- Supplier to contact NUS Requestor for follow-up.
- NUS Requestor to contact NUS Department Finance to confirm if the WBS for the purchase is correct. If it is correct, Department Finance to top-up the funds in SAP S/4HANA.
- Once the funds issue is resolved in SAP S/4HANA, Department to inform Supplier to resubmit invoice in Ariba.

If there are further clarifications, please email your enquiry to NUS Accounts Payables.

Note: Please indicate the PO number in your request

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**7) System status LKD is active (WBS X-XXXXXXXX-XX-XX)**

- Root cause of error is due to WBS status in SAP S/HANA is locked.
- Supplier to contact NUS Requestor for follow-up.
- NUS Requestor to contact Department Finance to release the WBS in SAP S/4HANA.
- Once the WBS is unlocked in SAP S/4HANA, NUS requestor to inform Supplier to resubmit invoice in Ariba.

**8) You cannot post to this asset (Asset N00X XXXXXXXXXXX-X deactivated)**

- Root cause of error is due to Fixed Asset (FA) account is deactivated at the point of Supplier's Ariba invoice submission.
- Supplier to contact NUS Requestor for follow-up.
- NUS Requestor to contact NUS Department Finance to confirm if the FA account for the purchase is still valid and correct. If it is, Department Finance to liaise with FA Team to activate the FA account in SAP S/4HANA.
- Once the FA account is reactivated in SAP S/4HANA, NUS department to inform Supplier to resubmit invoice in Ariba.
- If the FA account is no longer valid, NUS department to raise NUService Hub request to CPO to perform Goods Return in PO and close the PO.

If there are further clarifications, please email your enquiry to NUS Accounts Payables.  
Note: Please indicate the PO number in your request

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