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The Invoice and ASN Error Transaction User Guide

The Invoice and ASN Error App is where TSC trading partners and their EDI partners can view data errors preventing successful posting of invoice or Store/Distribution Center ASN transactions to the TSC SAP financial system.

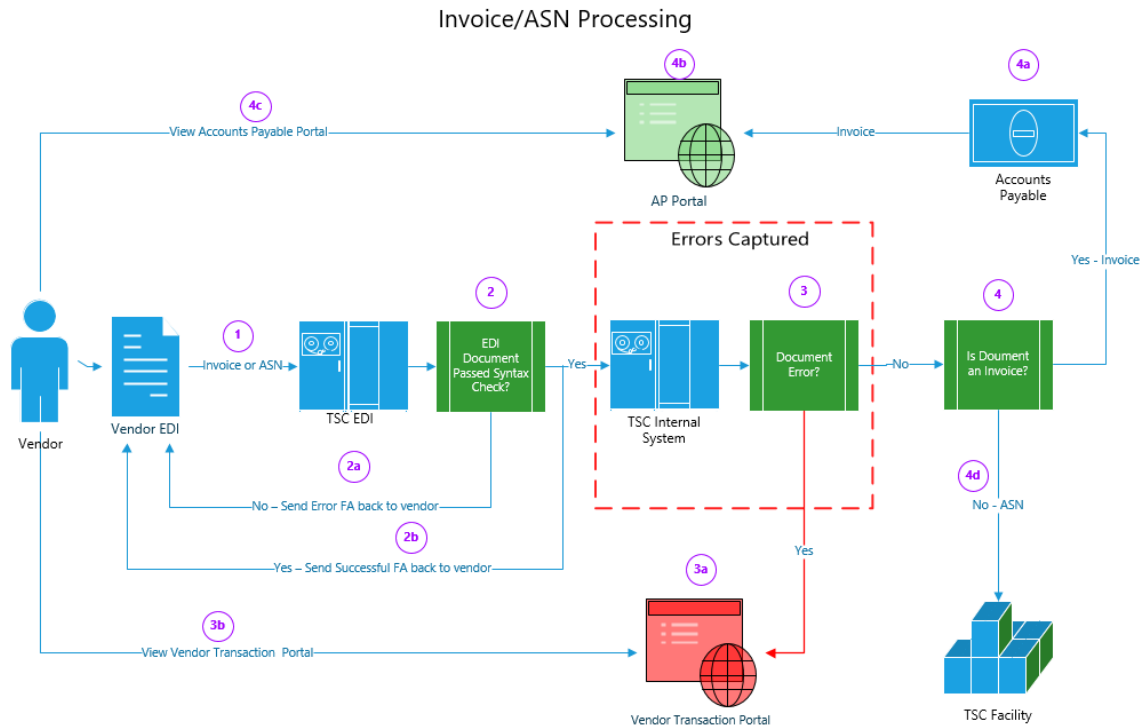
If the transaction fails in EDI due to an invalid EDI format, a 997 is returned with error information to the vendor or 3rd party. EDI failures are not listed on the portal since these transactions do not get passed to a TSC internal system.



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Processing Overview



Process Flow Steps

1. The Vendor submits an EDI Document to TSC EDI
2. TSC EDI checks the syntax of the vendor document.
 - a. If a syntax error is found a 997 document is returned to the vendor with the syntax error and the flow stops without passing the transaction to a TSC Internal System.
 - b. If a syntax error is not found a 997 document is returned to the vendor with a successful acknowledgement. The vendor document is passed to the appropriate TSC Internal System.
3. The TSC Internal System checks the vendor document for data errors.
 - a. If a data error is found, then an error document is created and passed to the Vendor Transaction Portal. The Vendor EDI Transaction is not passed for continued processing.
 - b. The vendor can view the error on the Vendor Transaction Portal.
4. If no error is found, then the document is passed to the appropriate system for processing.
 - a. Invoice documents are passed to accounts payable.
 - b. Accounts Payable displays the invoice on the AP Portal. If your invoice is displayed on the AP Portal, then your invoice has successfully passed syntax and data checks.
 - c. The vendor can view the payment status of their invoice on the AP Portal.
 - d. DC ASNs are passed to the appropriate TSC facility. Store/DC vendors do not have to send an ASN if the shipment is direct to store.

Any invoice error can be corrected and resent, but ASNs errors cannot. If a vendor corrects and resends an ASN, they will get charged again for sending a duplicate ASN after already being charged for an ASN error upon receipt. Use the ASN error information to correct and prevent the error from reoccurring with future ASN submissions.

Not shown on this chart in Step 3, if the data error is caused by a TSC internal issue an email is sent to the appropriate team in TSC for resolution. That team has 48 hours to resolve the issue. Once resolved the document will continue the flow at Step 3 by rechecking the document for errors.



Invoice and ASN Error Application

Even though an Invoice or ASN may not fail EDI syntax checks, the document may fail due to data issues when posting to SAP. If you do not see your invoice on the AP Portal and you have received a successful EDI 997 acknowledgement, then either the document needs more time to process through the SAP application or the document has failed posting to SAP because of a data issue.

This portal allows our trading partners to view data errors identified by SAP. Most errors also include a recommended action to correct the error. Invoice errors are expected to be corrected and resent to TSC. ASN errors are alerts to take corrective action to remove this error from future ASN submissions. The failed ASN should not be resent to the portal as that would create a duplicate with a resulting charge.

After logging into the vendor transaction portal, your home application is automatically launched, and you will see a series of tabs listed across the top of the page.



- In the red box at the top and to the right the application name (Transaction Portal) and the name of the currently logged in user is displayed.
- If you have access to other applications, selecting the caret to the right of the application name allows you to switch between applications.
- The Dashboard tab is the default tab opened when you first login or open the application.
- Use the [Search Function](#) to find content such as a PO Number, Invoice Number, or Shipment ID.
- Hovering the cursor over the user name opens a dialog box from which you can select to log out of the portal. After 15 minutes of inactivity your account is logged out automatically.
- All invoices for both Store/DC and DTC orders are sent to the TSC Financial System SAP.
- Store/DC ASNs are sent to SAP and DTC ASNs are sent to the TSC Order Management System (OMS).
- The errors generated for the this application are only from SAP so will include all invoicing and only ASN errors generated for Store/DC orders. ASNs submitted for DTC orders are not currently included in this application.



DASHBOARD TAB

This is the home page containing important links to Tractor Supply Company vendor information, including other TSC Vendor Portals and documentation.

Vendor Center

Welcome to the TSC Vendor Transaction Portal

Welcome to the Tractor Supply Company Vendor Transaction Portal.

Use this portal to view invoice EDI 810 Invoice errors identified by the TSC Financial System (SAP).

Each time an invoice is submitted or resubmitted the invoice is checked for errors. The invoice will redisplay in the portal with each successive error encountered until all are resolved and successful processing has been achieved.

Vendor Center Navigation

- [Potential Vendor Partners](#)
- [Logistics Information](#)
- [TSC Brand Standards](#)
- [Vendor Compliance Policies](#)
- [Compliance Web Portal](#)
- [AP Portal Link](#)
- [Atlas Portal Link](#)

EDI Guidelines

Click on the link below for a list of EDI Guidelines available for download.

- [EDI Documents](#)

- Vendor Center is the only dashboard view available for both 3rd Party Providers and Vendors. This view also allows access to the TRANSACTION ERRORS tab at the top of the screen.
- Use the Vendor Center Navigation links to access other portals and vendor information sites at TSC.
- Use the EDI Documents link to find Mapping Guidelines for all EDI documents used at TSC.



TRANSACTION ERRORS TAB

Use this tab to view, print, or export a list of errors identified by SAP.

Transaction Error Views

There are four views on this tab listed in the column on the right of the tab. Each view contains the same data elements. Each view filters the data to allow viewing, printing, or exporting of specific subsets of the data.

Transaction Error Views

Admin All Records 

All Transaction Errors

ASN

Invoice

View	Filter Criteria
Admin All Records	Lists all errors identified by SAP for Invoices and ASNs (Converts date created into Days from today)
All	Lists all errors identified by SAP for Invoices and ASNs (Date and time the SAP error was identified)
ASN	Lists only ASN Errors
Invoice	Lists only Invoice Errors



Print or Export from TRANSACTION ERRORS Views

To print or export select a view and click on the caret to the right of the view name.



DASHBOARD TRANSACTION ERRORS REPORTS

All Transaction Errors

Vendor	Vendor ID	PO Number	Type	Error Source	Program	Date
	502640	1027564689	Invoice	Vendor Error	Store DC	05/26/2021 12:00 PM
	502640	1028462676	ASN	Vendor Error	Store DC	05/05/2021 04:47 PM

Transaction Error Views

Admin All Records

EXPORT

Make this My Default View

Invoice

Transaction Errors View

Transaction Portal | Vendor User |

DASHBOARD
TRANSACTION ERRORS
REPORTS

All Transaction Errors

Vendor	Vendor ID	PO Number	Type	Error Source	Program	Date
	502640	1027564689	Invoice	Vendor Error	Store DC	05/26/2021 12:00 PM
	502640	1028462676	ASN	Vendor Error	Store DC	05/05/2021 04:47 PM
	502640	1028462676	ASN	Vendor Error	Store DC	05/05/2021 04:47 PM
	502640	1028462676	ASN	Vendor Error	Store DC	05/05/2021 04:43 PM

Transaction Error Views

Admin All Records

All Transaction Errors

ASN

Invoice

- Errors are listed in descending order by Date (including time). The Date is the date and time the error was identified by SAP.
- Clicking on a column name, activates a caret next to the column name and sorts the data by that column in ascending order. Clicking on the care reverses the sort in descending order. After navigating away from this page, any sorting you have chosen is lost and returns to the default sort by Days Late in descending order.
- Use the search function to find an error using any datapoints in the listed columns. Enter the invoice number, shipping id, or purchase order number you wish to locate.
- Moving your cursor over the error highlights the row. Clicking on the highlighted row opens the error detail view for the highlighted error.
- Two transaction Types are included.
 - Invoice: For invoices, the SAP error identification process stops processing once it finds an error and sends the error information for resolution. If more than one error exists on an invoice, each additional error is identified during resubmission. This process repeats until all errors are corrected and the invoice processes successfully in SAP.
 - SDC ASN: For SDC ASN, all errors are identified at once during processing and all errors sent to the portal. These errors should be corrected to prevent them from reoccurring on future ASN submissions. Do not resubmit the errored ASN to TSC as you will be charged for sending a duplicate.

The Invoice/ASN errors are limited to errors identified by SAP. Syntax errors encountered in EDI are returned to the vendor in a 997 and do not display on the portal.

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Error Detail Page

Clicking on the error from the list page opens the details page. This page displays the detailed error message from SAP. Use this information to identify the error in your transaction that requires correction. For Invoice errors, make the correction in your system and resubmit the transaction to TSC. For ASN errors, the item most likely has already arrived at its destination and the ASN cannot be resubmitted. Use this information to correct the error for future ASN submissions.

Transaction Portal | Vendor Inc. User

900501835...

DASHBOARD | TRANSACTION ERRORS | REPORTS

« Return to List

Transaction Error: 9005018358 - 05/07/2020

Hide Details

You do not have permission to update this record

PO Number	9005018358	Invoice	1234648
Date	05/07/2020 01:10 PM	Invoice Date	03/03/2020 12:00 AM
Vendor	Vendor Inc	Shipment ID	
Program	DTC	Type	Invoice
Vendor ID	800003	Error Source	Vendor Error

TRANSACTION ERROR DETAILS (1) | ASSOCIATED PURCHASE ORDER (0) | ASSOCIATED INVOICE (0) | ASSOCIATED PO CHANGE (0)

Transaction Error	Transaction Indicator	Error Code	Error Message	Error Resolution Action
9005018358 - 05/07/2020	Vendor Error	Z1016	VENDOR 1234648 Invoice total in TDS01 does not match the invoice line items totals	USE THE SKU, VENDOR PART AND UPC NUMBERS PROVIDED ON THE 850 PURCHASE ORDER. CONTACT TRACTOR'S CATE... Show More

- ✘ Use the TRANSACTION ERROR DETAILS tab to view the error. The Error Message and the Error Resolution Action recommended to resolve the error are included. For SDC ASNs there could be multiple errors listed. Please correct all errors requiring vendor correction and resubmit your documents to TSC.
- ✘ Use the ASSOCIATED PURCHASE ORDER tab to view the EDI 850 Purchase Order document originally sent by TSC.
- ✘ Use the ASSOCIATED INVOICE tab to view the EDI 810 document you submitted that contains the error.
- ✘ Use the Associated PO CHANGE tab to view any PO changes that were sent by TSC they may have not been reflected in your invoice.
- ✘ Clicking on the Transaction Errors tab returns you to the error list view.

You cannot edit your EDI transaction or resubmit your transaction from the portal. You must edit in your system and resubmit the transaction to TSC.



Error Display Management

Errors are associated to one of two error sources:

1. **Vendor Errors** are due to a data issue that must be corrected by the vendor before the transaction will post to SAP. The vendor is expected to correct the issue and resubmit the transaction to TSC.
2. **Internal TSC Errors** are TSC data errors preventing the transaction from posting to SAP that must be corrected by TSC resources. The appropriate team within TSC is contacted for resolution and are expected to be resolved within 48 hours. Once the error has been resolved the invoice is resubmitted or reprocessed by TSC. No vendor action is required.

Invoice Errors

For Invoices, SAP only sends Vendor Errors to the portal. Internal errors are only sent to the appropriate TSC team to correct and are not visible on the portal. Once the vendor has corrected the error on the invoice, then invoice may be resubmitted to TSC. Resubmitting an Invoice requires 2 hours to process within SAP to check for errors and send any error found to the portal. SAP does not update the portal for successfully processed transactions. This includes successfully resubmitted invoices after an error has been corrected. The Portal follows the rules listed below for removing errors from the portal.

Invoice Resubmitted by Vendor Successfully Processed

The portal checks for newer invoices received via EDI from the vendor for the same purchase order at a minimum of every 2 hours and, if found, removes the old error from the portal. If you have resubmitted a corrected invoice, check the Transactions Errors Tab in the portal. Clicking on the tab header refreshes the error list. You must allow for 15 minutes of processing time for SAP to recheck the invoice for errors. If the Date is older than the newly submitted transaction after allowing time for processing, then you can assume the new transaction posted without error and the old error will be removed from the portal within 2 hours.

Invoice Resubmitted by Vendor Unsuccessfully Processed

If a new error is identified during resubmission, the old error is purged from the portal while posting the new error. The portal will only display the most recent error identified. The error information will be refreshed on the portal with a new Date after the requisite 15 minutes of SAP processing time to recheck the invoice for errors. This indicates that the resubmitted transaction either did not correct the error or a new error was identified.

Invoice Resubmitted by TSC Successfully Processed

Internal errors resolved and resubmitted internally by TSC are not visible via the portal. Internal errors are expected to be corrected within 48 hours. These invoices, delayed due to internal errors, will post to the AP Portal after correction.



ASN Errors

Store/DC ASNs are sent to SAP and DTC ASNs are sent to OMS (Order Management System). The errors returned to the portal are only from SAP. DTC ASN errors posting to OMS are currently not included on the portal will be addressed in a future release.

For Store/DC ASN errors, SAP processes differently since ASN transactions do not require resubmission. SAP scans the ASN for all errors and returns all errors to the portal. This includes both vendor and internal TSC errors. TSC Internal errors do not require any action by the vendor to resolve the issue. They are simply listed for visibility and are expected to be corrected by TSC resources within 48 hours. Vendor ASN errors are informational only and are expected to be corrected for any future ASN submissions to prevent the error from reoccurring on other orders. Resubmitting an already submitted ASN will result in a duplicate and a duplicate charge to your account.

ASN errors are purged every 14 days from the portal.

EDI Failures

Failures in EDI are not displayed on the portal. These errors are identified in the EDI 997 document returned from TSC. Invoices and ASNs that fail in EDI are expected to be resubmitted once corrected as these documents were never sent to SAP.



Troubleshooting

EDI 997	AP Portal	Vendor Transaction Portal	Troubleshooting
Indicates Unsuccessful	N/A	N/A	If the 997 indicates unsuccessful processing, then the transaction was never sent to other systems in TSC. Correct the error(s) listed on the 997 and resubmit.
Indicates Successful	Displays on Portal	N/A	If the 997 indicates successful processing, then check the AP Portal. If on the AP Portal, then the invoice successfully processed through the TSC internal system.
Indicates Successful	Does not display	Displays on Portal	<p>If the 997 indicates successful and an error displays on the Portal, then review the error, make necessary corrections, based on the recommended action, and resubmit the invoice to TSC. Errors are posted to the portal every 15 minutes by the TSC internal system so there is only a short delay between submission and error posting to the portal.</p> <p>If you need assistance with the recommended action, please contact AskAP@tractorsupply.com.</p> <p>For SDC ASN, if the error is internal, the error has been assigned to the appropriate TSC team for resolution. No action is required by the vendor. Internal errors are expected to be resolved within 48 hours.</p>
Indicates Successful	Does not display	Does not Display	<p>The AP portal requires a minimum of 24 to 48 hours to post after submission and errors are automatically removed from the Vendor Transaction Portal after 14 days.</p> <p>If there has been more than 48 hours, but less than 14 days since submission, and the invoice is still not on the AP Portal, then contact AskAP@tractorsupply.com for assistance.</p> <p>If greater than 14 days since submission then contact edicoordinator@tractorsupply.com to research.</p>



Invoice Error List

Error No	Error	Vendor Action
Z1000	Unable to find article on PO	
Z1001	Article is not found on PO	
Z1002	Allowance/charge not allowed	This invoice includes non-product related charges or allowances. Please remove these charges from the invoice and re-submit for PO related product only.
Z1003	Invalid PO (<> 7 digits or not numeric)	The PO number referenced on the invoice is not a valid PO issued by TSC. Please review and correct PO number and resubmit invoice. Note that TSC POs must be 10 digits and include no special/alpha characters (7 digits for special orders).
Z1005	The terms of payment are incorrect	The payment terms on the invoice do not match the payment terms from the PO. Please review and adjust terms on invoice to match PO and resubmit invoice. If invoice continues to reject, please contact AskAP@tractorsupply.com for assistance.
Z1006	Site location missing from N104 element	Store/site number is missing from invoice. This is a mandatory field. Please correct and resubmit.
Z1007	Site is not a valid location	Store/site number is not a valid TSC location. There could be invalid location, special characters, too many characters or spaces included in this field causing it to reject. Please correct and resubmit.
Z1008	Terms do not exist for inv.	The payment terms on the invoice do not match the payment terms from the PO. Please review and adjust terms on invoice to match PO and resubmit invoice. If invoice continues to reject, please contact AskAP@tractorsupply.com for assistance.
Z1009	PO does not exist	The PO number referenced on the invoice is not a valid PO issued by TSC. Please review and correct PO number and resubmit invoice.
Z1010	PO Invalid for Vendor	
Z1011	The sum of invoice line items is zero	The line item cost on the invoice total is for zero dollars. Product cost should be included with extended values for any product that was shipped. Please correct and resubmit invoice.
Z1012	The total of the invoice in TDS01 is zero	The invoice does not include a grand total, or the total does not equal the sum of the individual line items. Please correct and submit invoice.
Z1013	Payment terms missing from the ITD segment	The payment terms on the invoice do not match the payment terms from the PO. Please review and adjust terms on invoice to match PO and resubmit invoice. If invoice continues to reject, please contact AskAP@tractorsupply.com for assistance.
Z1014	Invoice contains no line items	There are no individual line items being billed on this invoice. Invoice should include line(s) with article, cost, quantity, and extended value for any product on the PO. Please correct and resubmit invoice.
Z1015	Inv. date is blank/invalid	The invoice date field is either not populated or does not match the required format. Format must be yyyy/mm/dd. Please correct and resubmit invoice.
Z1016	Invoice total in TDS01 does not match the invoice line items totals	The invoice total does not equal the sum of the individual line items. The merch amount and gross amount do not match. Please correct and resubmit invoice.



Error No	Error	Vendor Action
ZI017	Doc number is blank	The invoice number field is not populated. Please include invoice number and resubmit invoice.
ZI019	Amt.: Duplicate invoice	This is a duplicate invoice. Please review your account to confirm that TSC has previously paid. You can also view on the Apex Vendor Portal or contact AskAP@tractorsupply.com for confirmation of invoice pay date.
ZI020	Negative value for cost isn't allowed	This is for a credit memo to be issued to TSC. At this time, we do not allow for EDI transmission of credit memos. Please submit the credit memo manually via email to AskAP@tractorsupply.com in pdf format.
ZI021	The site segment N1 is missing from the invoice	Store/site number is missing from invoice. This is a mandatory field. Please correct and resubmit.
ZI030	Items on PO have been marked for deletion	
ZI034	Item: Line item quantity > 12 Char	The line item quantity field is greater than 12 characters. Please correct quantity on invoice and resubmit invoice.
ZI035	Item: Line item quantity contains comma	Commas are a special character not allowed in the line item quantity field. Please remove from quantity format field and resubmit invoice.
ZI036	Item: Line item price > 12 Char	The line item price field is greater than 12 characters. Please correct quantity on invoice and resubmit invoice.
ZI037	Item: Line item price is zero	There are no individual line items being billed on this invoice. Invoice should include line(s) with article, cost, quantity and extended value for any product on the PO. Please correct and resubmit invoice.
ZI038	Item: -ve value for quantity not allowed	This is for a credit memo or credit line item on overall invoice to be issued to TSC. At this time, we do not allow for EDI transmission of credit memos. Please remove the credit line item from the invoice and submit the credit memo manually via email to AskAP@tractorsupply.com in pdf format.
ZI039	Item: Line item price contains comma	Commas are a special character not allowed in the line item price field. Please remove from price field format and resubmit invoice.



ASN Error List

Message ID	Error No	Error	Vendor Action
ME	190	Inbound delivery not defined in confirmation control key	
ZZ	4	Article not found in Po/No Line item found in PO	The ASN failed because one or more SKUs on the 856 transmission did not match the original 850 or any subsequent 860s.
ME	851	No valid unit of measurement can be determined for ISO code	Please review your item mapping to validate that the UOM submitted on the 856 matches what we sent you on the 850.
ME	726	An error has occurred during unit of measure conversion	Please review your item mapping to validate that the UOM submitted on the 856 matches what we sent you on the 850.
ZZ	5	Line item on PO is deleted, but vendor included on the transmission	
HUFUNCTIONS	134	Error while generating packaging data	
HUSELECT	4	Handling unit &1 already in existence	
VL	243	Field empty	
HUFUNCTIONS	34	Is not in interval that is provided for this pack material type	
HUFUNCTIONS	315	Handling unit identifier is not unique	
HUGENERAL	56	Item was not found - process cancelled	
ME	186	Document, item, already being processed	
HUGENERAL	83	Packing quantity zero was not processed	
ME	185	Document already being processed	
VLA	202	Delivery quantity may not be less than the GR posted quantity	
HUFUNCTIONS	311	Delivery item with reference item does not exist	
HUSELECT	5	There is already a handling unit posted for GR without stock	
HUGENERAL	55	Quantity specification for HU item change is missing - Process cancelled	
ME	407	Item has been deleted from document	
ME	187	You have no authorization for document	
MC	601	Object requested is currently locked by user	



REPORTS TAB

The REPORT tab allows you to select and run any reports listed.

- Currently the only report available is the Invoice Error Message Details report.
- Clicking on the report runs the report and sends the results to screen. From there you can Print the report to Excel, convert to HTML, or Export to a CSV file.

PO Number	Invoice	Vendor	Vendor ID	Date	Error Code	Error Message	Error Resolution Action
9005018358	1234648	Vendor Inc	800003	05/07/2020 01:10 PM	ZI016	VENDOR 1234648 Invoice total in TD S01 does not match the invoice line items totals	USE THE SKU, VENDOR PART AND UPC NUMBERS PROVIDED ON THE 850 PURCHASE ORDER. CONTACT TRACTOR'S CATEGORY MERCHANDISE COORDINATOR IF OUR DATA IS OUT OF ALIGNMENT. IF INCORRECT SKU WAS SHIPPED, COMMUNICATE WITH YOUR TRACTOR MERCHANT CONTACT.
9005018631	1234673	Vendor Inc	800003	05/05/2020 01:10 PM	ZI016	VENDOR 1234648 Invoice total in TD S01 does not match the invoice line items totals	USE THE SKU, VENDOR PART AND UPC NUMBERS PROVIDED ON THE 850 PURCHASE ORDER. CONTACT TRACTOR'S CATEGORY MERCHANDISE COORDINATOR IF OUR DATA IS OUT OF ALIGNMENT. IF INCORRECT SKU WAS SHIPPED, COMMUNICATE WITH YOUR TRACTOR MERCHANT CONTACT.
9005018812	1234717	Vendor Inc	800003	05/04/2020 02:13 AM	ZI039	VENDOR 1234717 Item: 000001 Line item price contains comma	TRACTOR'S SYSTEM WILL ONLY PROCESS INVOICES WITH LINE ITEM(S) WITH POSITIVE QUANTITY AND COST. ADD ORDERED LINE ITEM WITH QUANTITY OF 1, AND A PENNY COST. TRANSMIT REVISION.
9005018731	1234705	Vendor Inc	800003	05/01/2020 05:13 AM	ZI019	VENDOR 1234705 Amt. 10.50: Duplicate invoice	REVISE THE COST, OR MAKE IT ONE CENT, OR, REMOVE THE IT1 LINE ALTOGETHER.
4080065282	1234702	Vendor Inc	512860	04/30/2020 06:13 AM	ZI013	VENDOR 1234702 Payment terms missing from the ITD segment	TRACTOR'S SYSTEM WILL ONLY PROCESS INVOICES WITH LINE ITEM(S) WITH POSITIVE QUANTITY AND COST. ADD ORDERED LINE ITEM WITH QUANTITY OF 1, AND A PENNY COST. TRANSMIT REVISION.