

## INTR Reject Error Message Explanations

Below is a list of the possible INTR Reject Error messages that are provided on the error report created after an INTR Payment Run or Proposal is generated. Following this list, is a detailed explanation of each error message and suggested corrective actions.

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## INTR Reject Error Message Explanations

### 1. Line item does not contain a valid purchase order (PO) reference

The invoice is a direct entered AR invoice in Financial Management Modernization Initiative (FMMI) with a Federal FMMI customer, with no reference to a Forecast of Revenue (FoR) document. For these types of invoices, the system requires that you input your customer's accounting information in the Revenue Line Text Field. Without your customer's PO and line number in this field, the system will not allow your invoice to create an INTR collection. Correct the invoice by inputting your customer's PO and line number, in the appropriate format, in the Revenue Text Line Field. If you have multiple lines on your AR document, you must input a valid PO and line number reference in every line. The correct format is as follows; the PO number, followed by a # sign, and 3 digit line number (i.e. 4600000418#001). Note this should always be 14 characters, the 10 digit FMMI PO document number, and a #sign separator, followed by a 3 digit line number.

### 2. FoR customer does not match invoice customer

When billing any Federal vendor using an AR document that references a FoR document, the system compares the customer number on the actual invoice to the customer number on the FoR document, and appropriately requires that they be the same. In order to correct this error you have two options. First, determine which is the correct customer, the one on the FoR document or the one on the AR invoice document. 1) If the customer was correct on the referenced FoR, the AR document must be reversed and re-entered with the correct customer. 2) If the correct customer was billed on the invoice, the FoR document number must be changed to reference that customer. 2a) If the customer field on the FoR can be edited, meaning no consumption has been done against the FoR line, change the customer on the line item. 2b) If the customer field cannot be edited, create a new line item on the FoR for the balance using the same accounting with the correct customer. Reduce the amount on the old line to equal what was consumed. Then you must change the AR invoice to reference the newly created FoR line.

### 3. Item blocked for payment

There is a payment block on the invoice. Usually, this block has been intentionally put on the document for a reason to prevent it from being picked up in the INTR payment run. This message is not an actual error message, but a "reason message" indicating that the open receivable document is sitting out there, but no collection will be made until the payment block is removed. The user should verify that this document has been blocked for a legitimate reason. If the document has not been blocked for a legitimate reason, the user should determine if the receivable is legitimate, remove the block or consider reversing the AR document.

### 4. Sales order line must contain a WBS element

When inputting a sales order, each line must contain a WBS element. The rejected AR invoice has been created from a sales order that contains no WBS element. Verify that the correct sales order was referenced on the AR invoice. If the correct sales order was used, corrective action must be taken to input a WBS element on the referenced sales order line. Note that a WBS element and Fiscal Year combination may only be used once, on one sales order line only.

### 5. Payment Method Supplement must be 12

The Payment Method Supplement must be 12. This code is derived by the system using the Trading Partner Code on the customer master record. If this is an "External to FMMI" Trading

Partner Code, then the IPAC payment supplement, which is the first two characters of the business area, is derived and these transactions should go through IPAC, not INTR. This rejected document was picked up by the INTR payment run because it contained an INTR Payment Method "R". This Payment Method code is in conflict with any Payment Method Supplement code other than 12. First, there is a possibility that the Payment Method "R" was manually input on the AR invoice. If this is the case, edit the invoice, even if just to add a character in the long text field, and see if the system will derive the correct Payment Method of 12. There is a possibility that someone input a Payment Method "R" manually on this transaction, in which case you can try removing the Payment Method and saving the document. This will allow the system to derive the correct Payment Method for the customer. Is possible that this is an "External to FMFI" customer, and this invoice will then be picked up on the next IPAC run after you removed the Payment Method from the document. If the Payment Method was left blank on the document, then there is an old error that cannot be corrected, and this document must be reversed and re-entered. From the re-entered document, the system should derive the correct Payment Method and Payment Method Supplement and the transaction will be picked up accordingly in the next INTR or INTR payment run.

6. Customer master trading partner must begin with 12

The customer on the rejected invoice has a Trading Partner Code on its customer master record that does not begin with 12. All USDA customers have a Trading Partner Code that must begin with 12. Your invoice is most likely referencing an incorrect customer code. There are specific official codes for USDA agencies that must be used. These customer codes all begin with a 7. If you are using one of these official codes, and receiving this error message, you should contact the OFCO-COD-IPAC Control Branch (ICB) at the following e-mail address: [OPAC.NFC@USDA.GOV](mailto:OPAC.NFC@USDA.GOV). You may contact ICB to obtain the official list of USDA customer and vendor codes.

7. Vendor master trading partner must begin with 12

The vendor code on the PO that was referenced on the rejected invoice has a Trading Partner Code on its vendor master record that does not begin with 12. All USDA trading partners have a Trading Partner Code that must begin with 12. The PO provided by your customer is most likely referencing an incorrect vendor code. There are specific official codes for USDA agencies that must be used. These vendor codes all begin with a 14. If your trading partner is using one of these official codes on their PO, and you are receiving this error message, you should contact the OFCO-COD-IPAC Control Branch (ICB) at the following e-mail address: [OPAC.NFC@USDA.GOV](mailto:OPAC.NFC@USDA.GOV). You may contact ICB to obtain the official list of USDA customer and vendor codes.

8. Customer master grouping key must be 02

Verify that the correct customer was used on the AR invoice. If so, please contact the OFCO-COD-IPAC Control Branch at the following e-mail address: [OPAC.NFC@USDA.GOV](mailto:OPAC.NFC@USDA.GOV). If the correct customer was not used, reverse the invoice and re-enter.

9. Vendor master grouping key must be 02

Verify that the correct vendor was used on the AR invoice. If so, please contact the OFCO-COD-IPAC Control Branch at the following e-mail address: [OPAC.NFC@USDA.GOV](mailto:OPAC.NFC@USDA.GOV). If the correct vendor was not used, reverse the invoice and re-enter.

10. Customer master is blocked or marked for deletion

The customer master record number of the customer referenced on the rejected invoice contains payment blocks or is marked for deletion. This means the AR invoice was using a customer number that is not listed on the official list of USDA customer and vendor numbers. The AR invoice must be reversed and re-entered using the appropriate customer number from the official list. To obtain the official list of USDA customer and vendor numbers, you may send a request via e-mail to the OFCO-COD-IPAC Control Branch at the following e-mail address: [OPAC.NFC@USDA.GOV](mailto:OPAC.NFC@USDA.GOV).

11. Vendor master is blocked or marked for deletion

Verify with your customer that the correct vendor number was used on the PO and that you referenced on the AR invoice or other referenced document (i.e. sales order or FoR). The correct vendor code would be the one single approved vendor number for your agency per the official list of USDA customer and vendor numbers. If the correct vendor was not used, have your customer reverse their PO, establish a new one using the correct one from the official list of USDA customer and vendor codes, and then modify your AR invoice, or other referenced document (i.e. sales order or FoR) to reference the new PO. In order to obtain the official list of USDA customer and vendor numbers, you may send a request via e-mail to the OFCO-COD-IPAC Control Branch at the following e-mail address: [OPAC.NFC@USDA.GOV](mailto:OPAC.NFC@USDA.GOV).

12. Customer master Agency Location Code (ALC) must be 12401240

Verify that the correct customer was used on the AR invoice. If so, please contact the OFCO-COD-IPAC Control Branch at the following e-mail address: [OPAC.NFC@USDA.GOV](mailto:OPAC.NFC@USDA.GOV). If the correct customer was not used, reverse the invoice and re-enter.

For ICB Use: The payment method on the AR invoice or on the customer master record is either R or P, and therefore was picked up on the INTR payment run; however, the ALC on the customer master record is not 12401240 and should not be used for INTR. These R & P codes are in conflict with any ALC other than 12401240. Usually, this is caused because the user input a Payment Method on the AR invoice, and they should have left it blank and let the system derive it from the customer master. If this is the case, just delete the Payment Method on the document and the invoice will then go through the INTR process as appropriate. If the Payment Method Field was left blank on the AR invoice, then there is a problem with the customer master record and the OFCO-COD-IPAC Control Branch staff should be contacted because the customer master should not contain default Payment Methods of P or R, in conjunction with any ALC other than 12401240. This is a conflict and requires correction.

13. Vendor master ALC must be 12401240

Verify with your customer that correct vendor number was used on the PO they provided to you which is referenced on the AR invoice. The correct vendor code would be the one single approved vendor number for your agency per the official list of USDA customer and vendor numbers. If this code was used, please contact the OFCO-COD-IPAC Control Branch at the following e-mail address: [OPAC.NFC@USDA.GOV](mailto:OPAC.NFC@USDA.GOV). You may also obtain a copy of this official list by sending a request to this same e-mail address. If the correct vendor was not used, have your customer reverse their PO, establish a new one using the correct one from the official list of USDA customer and vendor codes, and then modify your AR invoice, or other referenced document (i.e. sales order or FoR) to reference the new PO.

For ICB Use: The Payment Method on the AR invoice or the vendor master record is either R or P; therefore, it was picked up on the INTR payment run; however, the ALC on the vendor master record is not 12401240 and should not be used for INTR. These R & P codes are in conflict with any ALC other than 12401240. Usually, this is caused because the user input a Payment Method on the AR invoice, and they should have left it blank and let the system derive it from the vendor master. If this is the case, just delete the Payment Method on the document, and the invoice will then go through the INTR process as appropriate. If the Payment Method Field was left blank on the AR invoice; then, there is a problem with the vendor master record and the OCFO-COD-IPAC Control Branch staff should be contacted, because the vendor master should not contain default payment methods of P or R, in conjunction with any ALC other than 12401240. This is a conflict and requires correction.

14. Customer master account group must be USDA

The customer master record number of the customer referenced on the rejected invoice is listed as belonging to an account group code which is other than USDA. The system requires that the all customers creating INTR bills belong to the account group, "USDA". Corrective actions are as follows. Verify that invoice is using a customer number from the official list of USDA customer and vendor numbers. If not, reverse the invoice and establish another invoice using the appropriate USDA customer number from this approved official list. If your rejected invoice or other reference document (i.e. sales order or FoR) is referencing a customer number from this list, you should contact the OCFO-COD-IPAC Control Branch staff at the following e-mail address: [OPAC.NFC@USDA.GOV](mailto:OPAC.NFC@USDA.GOV). You may also send a request for the official listing of USDA customer and vendor codes to this same address.

15. Vendor master account group must be ZFDU

The vendor master record number of the vendor referenced on the PO, which is referenced on your rejected AR invoice, is listed as belonging to an account group code which is other than ZFDU. The system requires that the all vendors recording disbursements through the INTR process belong to the account group "ZFDU". Corrective actions are as follows. Verify that your customer's PO is using a vendor number from the official list of USDA customer and vendor codes. If not, contact your customer and have them reverse their PO and re-enter one using a vendor code from the official listing of USDA customer and vendor codes. You must then modify your AR invoice or other referenced document (i.e. sales order or FoR) to contain this new PO number. If your customer's PO is using a vendor number from the official list of USDA customer and vendor Codes, you should contact the OCFO-COD-IPAC Control Branch staff at the following e-mail address: [OPAC.NFC@USDA.GOV](mailto:OPAC.NFC@USDA.GOV). You may also send a request for the official listing of USDA customer and vendor codes to this same address.

16. Customer master trading partner must be internal

The Payment Method on the AR invoice or on the customer master record is either P or R and therefore, was picked up in the INTR payment run, however, the Trading Partner Code on the customer master record is defined as "External to FMMI", and cannot be used for INTR. Usually, this is caused because the user input a Payment Method on the AR invoice, and they should have left it blank and let the system derive it from the customer master. If this is the case, delete the Payment Method on the document, and the invoice will then go through the IPAC process as appropriate instead of INTR. If the Payment Method Field was left blank on the AR invoice, then there is a problem with the customer master record, and the OCFO-COD-IPAC Control Branch staff should be contacted at the following e-mail address: [OPAC.NFC@USDA.GOV](mailto:OPAC.NFC@USDA.GOV). The customer

master should not contain default payment methods of P and R, in conjunction with a Trading Partner Code which is flagged as external. The customer master record will have to be corrected.

17. Vendor master trading partner must be internal

This error message indicates that the vendor number on the referenced PO is flagged as “External to FMMI”. INTR only processes collections and disbursements for customer and vendor numbers marked as “Internal to FMMI”. It is highly unlikely that the vendor master record is incorrect. The vendor record should have default Payment Methods of P and R.

The more likely cause of this error message is that the vendor code referenced is incorrect, in which case the customer must establish a new PO and provide you with this data so you can update your documents accordingly. There is also a slight chance that the change was made to the vendor master record where it is flagged to external instead of internal, but highly unlikely. If you believe this is the case, contact the COD-ICB at the following e-mail address:

[OPAC.NFC@USDA.GOV](mailto:OPAC.NFC@USDA.GOV).

If the Payment Method Field was left blank on the AR invoice, then there is a problem with the vendor master record, and the OCFO-COD-IPAC Control Branch staff should be contacted at [OPAC.NFC@USDA.GOV](mailto:OPAC.NFC@USDA.GOV). The vendor master record will have to be corrected.

18. Customer master payment office/disbursing office (DO) symbol is invalid

The customer master record for the customer number used on the rejected invoice contains an invalid payment office/DO symbol. Corrective actions are as follows. Verify that your invoice is using a customer number from the official list of USDA customer and vendor numbers, and if not, reverse the invoice and establish another invoice using the appropriate USDA customer number from this approved official list. If your rejected invoice, or other reference document (i.e. sales order or FoR) is referencing a customer number from this list, you should contact the OCFO-COD-IPAC Control Branch staff at the following e-mail address: [OPAC.NFC@USDA.GOV](mailto:OPAC.NFC@USDA.GOV). You may also send a request for the official listing of USDA customer and vendor codes to this same address.

19. Vendor master payment office/DO symbol is invalid

The vendor master record for the vendor code referenced on the PO that is referenced on the rejected AR invoice or other referenced document contains an invalid payment office/DO symbol. Corrective actions are as follows. Verify that your customer’s PO is using a vendor number from the official list of USDA customer and vendor codes. If not, contact your customer and have them reverse their PO and re-enter one using a vendor code from the official listing of USDA customer and vendor codes. You must then modify your AR invoice, or other referenced document (i.e., sales order or FoR), to contain this new PO number. If your customer’s purchase order is using a vendor number from the official list of USDA customer and vendor codes, you should contact the OCFO-COD-IPAC Control Branch staff at the following e-mail address: [OPAC.NFC@USDA.GOV](mailto:OPAC.NFC@USDA.GOV). You may also send a request for the official listing of USDA customer and vendor codes to this same address.

20. Customer not found

The customer referenced on the AR invoice is not valid, it may have been marked for deletion after the date the invoice was posted. When you encounter this error message, the OCFO-COD-

IPAC Control Branch staff should be contacted at the following e-mail address: [OPAC.NFC@USDA.GOV](mailto:OPAC.NFC@USDA.GOV). We will work with you and the COD Accounting Control Branch Table Maintenance group in order to determine the appropriate actions to allow reversal of your invoice and re-entry of another invoice using a more appropriate customer number.

21. Vendor not found

The vendor referenced on the AR invoice is not valid, it may have been marked for deletion after the date the invoice was posted. When you encounter this error message, the OCFO-COD-IPAC Control Branch staff should be contacted at the following e-mail address: [OPAC.NFC@USDA.GOV](mailto:OPAC.NFC@USDA.GOV). We will have work with you and the COD Accounting Control Branch Table Maintenance group in order to determine the appropriate vendor code to use.

22. Document not relevant for INTR

This is not an error message, but indicates that this invoice was pulled into the INTR payment run because of miscellaneous reasons, but should appropriately not result in an INTR transaction, and therefore no research need be done on transactions with this message. Usually, these are invoices that will be picked up in the IPAC process. Also, note that if the Customer or Vendor number was included in the run, anything out there with ANY payment method will be picked up for customer, and listed as not relevant to the run. This is not a problem, and is correct. For example, a credit memo will be picked up on the Payment Method "R," run, and it should be ignored, as it is not relevant. Likewise, a regular INTR AR invoice would not be picked in the "P" run, and reported as "Not Relevant." This is correct and no research is needed in these cases.

23. Clearing document will be posted

This is not an error message. This message indicates that the document has passed preliminary edits and should be picked up in the INTR payment run, resulting in an INTR collection.

24. Vendor master cannot be flagged for Prompt Pay

This indicates that the vendor master record is set up to allow for Prompt Pay. This is not valid for Federal vendors. The vendor master record must be changed to uncheck this Prompt Pay checkbox. Contact ICB-COD at the following e-mail address: [OPAC.NFC@USDA.GOV](mailto:OPAC.NFC@USDA.GOV).

25. Invalid sales order reference

This indicates that the sales order referenced on the bill is not valid. Check the sales order value entered on the invoice line and verify whether it is valid or not. If the sales order listed is not valid, then the bill must be reversed and re-entered.

26. Sales Order Line is blocked

This indicates that the Sales Order Line has been blocked and is not valid for use. The Sales Order Line could be blocked either because the WBS element/budget period is used in multiple sales orders or if the sales order is no longer valid for billing. Verify whether the line should be unblocked. If the line is blocked for a valid reason, the bill should be reversed.

27. WBS/budget period must only be used in one Sales Order Line

This indicates that the combination of WBS element and budget period is used on multiple Sales Order Lines. Due to the constraints of the billing process, the combination of WBS element and budget period can only be in one open Sales Order Line. The combination also cannot be used

multiple times within the same sales order. Find the other sales order that references this combination, determine which is valid and block the other Sales Order Line.

28. Receiver does not match AR customer

This indicates that the payment office (business area = BA) on the customer master record belongs to a different agency than the BA on the referenced PO line. Verify that the customer master has the correct BA. If not, the customer master record must be changed. If the customer master payment office is correct, the PO accounting must be examined. You can also check with your customer to make sure you have the correct PO.

29. Invalid earmarked fund reference

This indicates that the earmarked fund referenced on the invoice is not valid. Verify that the earmarked fund is valid and is a FoR.

30. Only FoR documents can be used

This indicates that the earmarked fund referenced on the AR invoice is not a FoR. Reverse the invoice and re-enter a new one that references the proper FoR document.

31. Document is blocked or marked for deletion (error message being changed to read Earmarked fund document is ....)

This indicates that the Earmarked Fund Line is either blocked or marked for deletion.

32. FoR does not contain a customer

This indicates that the FoR line referenced on the AR invoice does not have a customer number. The customer number must be entered and must be the same as the customer on the AR invoice.

33. Invalid PO reference

This indicates that the PO reference is not a valid PO in FMMI. Contact the trading partner, determine if it is a valid PO and line number, and change it to a valid PO and line number combination.

34. Biller does not match AP vendor

The payment office (business area) on the vendor master record does not match the business area on the AR invoice. There are few problems that could have occurred.

- Incorrect PO used: your trading partner must provide a new PO and your AR document or referenced Sales Order/Forecast of Revenue as necessary.
- Trading partner used incorrect vendor code when establishing PO: they will need to reverse/re-enter PO with correct vendor code; then, you will have to edit your sales order (SO), FoR, or AR doc with correct PO.
- You could have used an incorrect customer master record. Be sure you used a customer number from the official list of USDA customer codes.

35. PO type must be INTR

This message indicates that the PO referenced on the bill is not the correct type, which is an INTR type/Intra USDA PO. You will have to obtain a new PO number from your customer that is an INTR type PO, and update your AR document referenced FoR or SO accordingly.

- Note all INTR PO's begin with 46.
- If your customer provides you with a PO that does not begin with 46, you know that they are not giving you an INTR PO which is required.

36. PO unit of measure must be VA; Quantity must be 1

This message indicates that the PO line referenced does not have the amount and quantity set up correctly. The PO must be set up with a unit of measure as VA; Quantity of 1 and the net value of the PO line in the Price Field. These fields are editable if no invoices have been posted. If invoices have been posted to specific lines, the amounts of these lines should be modified to equal the amount invoiced against them, and then new lines established for the remaining balance per these requirements. Contact your customer regarding this issue and have them make corrections to the PO. If new lines are created, you will have to modify your AR document, referenced FoR or SO accordingly. If corrections to the existing PO and line item referenced are made, your document will clear this edit on the next INTR payment run.

37. PO is parked or marked for deletion

This message indicates that the PO is parked and not approved: the PO is marked for deletion, or the specific PO line item referenced is marked for deletion. Contact your customer regarding this issue and have them make corrections to the PO or provide a new PO. If a new PO and line number are provided, you will have to modify your AR document referenced FoR or SO accordingly. If corrections to the existing PO and line item referenced are made, your document will clear this edit on the next INTR payment run.

38. PO line has blank payment terms

The PO was set up without the Payment Terms Field being populated. This field should populate automatically from a default value from the vendor master record; however, if that master record has no default payment terms setup (which it should), this error can occur. Also, your customer could have deleted the payment terms. Either way, the PO line must have payment terms. Have your customer change the PO to have a value in this field. The payment terms are located in the Header Section > Delivery/Invoice tab. Once this correction is made, your document will clear this edit on the next INTR payment run.

39. PO line open amount exceeded

Usually, this means your customer provided you with a PO that was not sufficiently funded, in which case you should contact them to increase the amount of their PO to cover the amount of your charges. Once this is done, your document will clear this edit on the next INTR payment run.

However, if your customer tells you that the PO is sufficiently funded to cover the amount of your AR invoice, there are probably multiple AR invoices in FMMI referencing the same PO and line number. Note that this message is programmatically generated if the total of all documents from the payment run that reference a given PO line exceed the amount open on the line. Therefore, if your customer is telling you their PO line is sufficiently funded, contact the COD-ICB at [OPAC.NFC@USDA.GOV](mailto:OPAC.NFC@USDA.GOV) to obtain a list of all documents on the payment run referencing this particular PO and line item.

40. Document is a cancellation document... Clear Manually

The AR invoice/sales order generated invoice is the cancellation of another document. This document should not have been picked up in the payment run. It needs to be cleared against the document that it cancels. Contact OCFO-COD-IPAC Control Branch staff and request that the two transactions be processed against one another.

41. Document has been cancelled... Clear Manually

The AR invoice/sales order generated invoice has been cancelled. This document should not have been picked up in the payment run. It needs to be cleared against the document that it cancels. Contact OCFO-COD-IPAC Control Branch staff.

42. Credit memos exist for this sales order correction needed

The AR invoice has an associated sales order that has one or more open credit memo invoices against it. This AR invoices is being prevented from being picked up on the Payment Run to prevent an over billing. Send a request to [OPAC.NFC@USDA.GOV](mailto:OPAC.NFC@USDA.GOV) for a copy of the procedure titled "How to Cleanup a Sales Order with Open Credit Memos or Cancellation Invoices to allow future INTR or IPAC Collections." This procedure contains instructions that will properly net the debit and credit amounts and create IPAC or INTR collections for the correct amount due.

43. Residual items cannot be processed; correction needed

The AR invoice was created as a "Residual Invoice" and intentionally blocked by edits because Residual Invoices do not contain enough information to create a clean IPAC or INTR transaction.

- A residual invoice is created when Transaction F-32 has been run to net open credits and debits on a sales order, and the debits and credits do not net to zero. A residual invoice is created for the remainder.
- This action should not be done for any Sales orders with Federal Customers, but it can happen. When it does, the resulting invoice is a residual invoice. Send a request to [OPAC.NFC@USDA.GOV](mailto:OPAC.NFC@USDA.GOV) for a copy of the procedure titled "How to Cleanup a Sales Order with Open Credit Memos or Cancellation Invoices to allow future INTR or IPAC Collections." This procedure contains instructions to reverse residual invoices, and other actions to properly net the debit and credit amounts together to create IPAC or INTR collections for the correct amounts due.

44. WBS Element Not in Released Status

The WBS element referenced on the purchase order must be released. Go o the project builder and release it. This has to be done by someone with authorization to setup WBS elements.

45. AR TP TAS data does not match PO accounting

AR's US Govt field should reference the PO's TAS (accounting)

46. PO TP TAS data does not match AR accounting

PO's US Govt field should reference the AR's TAS (accounting)

47. Document posted and reversed

The document passed all INTR FMMI edits, but it was rejected on the AP's (PO) side. Therefore, the cash clearing document was automatically reversed. Some examples of the AP's rejects are below:

- a) Overall budget exceeded for an accounting line.
- b) Postings not allowed to cancelled funds.
- c) Complete at least one line of ACCOUNTINGDATA