

IPAC Outbound Reject Error Message Explanations

This document contains the possible error messages that may occur when the IPAC Outbound Payment Run attempts to pick up a FMMI invoice to create an IPAC transaction. This includes AR and AP invoices that will result in the creation of IPAC collections and payments. Edits were put in the program to avoid creating IPAC cash transactions in error, or that would most likely result in a chargeback from the receiving agencies. Following the below list of error messages, detailed explanations follow.

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IPAC Outbound Reject Error Message Explanations

1. Invalid formatting for purchase order (PO)

This message means the information you have put in the Order Data tab, Sold-To-Party Purchase Order Field of the referenced sales order is not formatted correctly for the FFIS customer you are billing. You must input the FFIS agency's obligation document number in this specific format: FFIS Transaction Code, Document Number, # sign, and 3 digit line number (i.e. MO456789964#001). Without this formatted number, the system will not allow your invoice to create an IPAC collection. Action needed to correct this invoice is to ensure the MO referenced is in the specific format as indicated here. (Note, if the reject in question has something in the Earmarked Funds Column, this error refers to an invalid format for the reference on the Forecast of Revenue (FoR) document line. In this case, be sure the "Purchasing Doc." Field on the line has the FFIS Transaction code followed by the FFIS document number, and the "Item No." must contain the FFIS line number.)

2. Line item does not contain a PO reference

The invoice is a direct entered AR invoice in FMMI with a Federal customer (This is not a document created with reference to a Forecast of Revenue (FoR) document or generated via a sales order). For these direct entry AR type invoices, the system requires that you input your customer's accounting information in the Revenue Line Text Field. Without your customer's accounting data or reference data in this field, the system will not allow your invoice to create an IPAC collection. Correct the invoice to contain your customer's accounting data, i.e. for an FFIS agency, their MO should be input here in the correct format. The correct format is FFIS Transaction Code, Document Number, # sign, and 3 digit line number (i.e. MO456789964#001). If it is a Vendor Credit Memo Invoice, be sure the information is put on the Expense Line.) If you have a multi-line, be sure to put the reference info on every Exp/Rev line.)

3. Only FoR documents can be used

The earmarked fund referenced on the AR invoice is not a FoR document. It is probably a funds reservation or funds commitment. Reverse the invoice. Re-create the earmarked fund document as a FoR and mark the old earmarked funds document as completed. Reference the FoR on a new AR invoice.

4. FoR contains a blank PO reference

When billing any Federal vendor using an AR document that references a FoR document, the system requires that you input your customer's accounting information in the Line Item Text Field of the FoR document being referenced on the invoice, if billing an FFIS agency or other Federal customer. Without your customer's accounting data or reference data in this field, the system will not allow your invoice to create an IPAC collection. To correct this error, update the FoR as indicated here.

5. 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. 1) If the customer was correct on the FoR document, 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 reverse the AR invoice and re-create a new AR invoice to reference the newly created FoR line.

6. 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.

7. 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.

8. 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 IPAC 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 reversed. The user should verify that this document has been blocked for a legitimate reason. For example, the customer may prefer to push the funds due through IPAC, and the OCFO-COD-IPAC Control Branch staff will apply the collection once it is received. In this case, the invoice is legitimately blocked from the payment run pending a receipt of an IPAC transaction from the other agency. If not blocked for this reason, the user should determine if the receivable is legitimate, consider reversing or assure there is another reason for the invoice remaining in a blocked status.

9. Sales order type must be INTR or RONA

The AR invoice was generated from a sales order that was not an INTR or RONA type sales order. All sales orders created for Federal customers must be RONA or INTR sales orders. If the customer is a USDA customer, the INTR type should be used. For all other Federal customers, RONA types should be used. This error message indicates that the sales order which created this invoice is for a Federal customer, but not an INTR or RONA type. Corrective action would be to back-out the sales order and re-enter using the correct type.

10. Sales order contains a blank reference

When billing any Federal vendor through the sales order process, the system requires that you input your customer's accounting information in the Order Data tab, Sold-To-Party Purchase Order Field of the referenced sales order. If this field is totally blank, the system will not allow your invoice to create an IPAC collection. The corrective action needed here is to change the Sales Order Line item to contain your customer's required accounting or obligation data number in the Order Data tab, Sold-To-Party Purchase Order Field.

11. Sales Order Line is blocked

The Sales Order Line referenced in the SD bill is blocked. Verify that the correct Sales Order Line item is referenced. If the correct Sales Order Line is referenced, unblock the Sales Order Line. NOTE that this line may have been blocked because another Sales Order Line item references the same WBS element and budget period. If this is the case, only one of the Sales Order Lines can be open. If the sales order referenced is incorrect, the **document should be blocked** or reversed.

12. 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.

13. WBS/budget period must only be used in 1 sales order line

A WBS element/budget period can only be referenced on one open Sales Order Line. This error indicates that the WBS element/budget period combination occurs on multiple open Sales Order Lines. Determine the Sales Order Line on which the WBS element/budget period combination exists and block those that are not correct. If the Sales Order Line referenced on the SD bill contains the wrong WBS element, the line must be blocked and the SD bill must be reversed or blocked.

14. Payment Method Supplement cannot be 12

The Payment Method Supplement cannot be 12. This code is derived by the system using the Trading Partner Code on the customer master record. If this is an "Internal to FMMI" Trading Partner Code, then the 12 is derived and these transactions should not go through IPAC. This rejected document was picked up by the IPAC payment run because it contained an IPAC Payment Method I or J. These I and J Payment Method codes are in conflict with the 12 Payment Method Supplement code. First, there is a possibility that the Payment Method I or J was manually input on the AR invoice. If this is the case, edit the invoice and let the system derive the correct Payment Method. This is probably an "Internal to FMMI" customer and this invoice will be picked up on the next INTR run after you remove 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 Supplement and the transaction will be picked up accordingly in the next INTR or IPAC payment run.

15. Invoice DocType not relevant for IPAC

Contact the OFCO-COD-IPAC Control Branch at the following e-mail address: OPAC.NFC@USDA.GOV. This document has most likely been picked up in error.

16. Suspense account not relevant for IPAC

The document is an IPAC suspense document that was not appropriately cleared to cash, usually due to a system error. OCFO-COD-IPAC Control staff must research these rejects and seek appropriate action, usually consist of manually clearing these documents to cash. Contact the OFCO-COD-IPAC Control Branch at the following e-mail address: OPAC.NFC@USDA.GOV. This document has most likely been picked up in error.

17. Business area cannot be AG00

These are lockbox transactions and should be ignored by the IPAC payment run. Somehow an IPAC Payment Method I or J was placed on these documents and should not have been. The corrective action here is to change the Payment Method on the document, which is **not** I or J. Please contact the OFCO-COD-IPAC Control Branch at the following e-mail address: OPAC.NFC@USDA.GOV. This document has most likely been picked up in error.

18. 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. If the correct customer was not used, reverse the invoice and re-enter.

19. Customer master account group must be USDA or FED

The customer master record on the AR invoice/SD bill references a customer whose account group is not relevant for IPAC. The customer cannot be used for IPAC purposes. The AR invoice must be reversed and re-entered with the correct customer.

20. Vendor master grouping key must be 02

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

21. Vendor master account group must be ZFDU or ZFDN

The vendor master record on the AP / LIV invoice bill references a vendor whose account group is not relevant for IPAC. The vendor cannot be used for IPAC purposes. The AR invoice must be reversed and re-entered with the correct vendor.

22. Customer master ALC cannot 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. 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 I or J, and therefore was picked up on the IPAC payment run; however, the ALC on the customer master record is 12-40-1240, which is not used for IPAC. These two codes are in conflict. Usually, this is caused because the user input a Payment Method on the AR invoice and they should have left it blank with the system deriving 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 I or J in conjunction with an ALC of 12401240. This is a conflict and requires correction.

23. Vendor master ALC cannot be 12401240

Verify with your customer that the correct vendor code was used on the AP or LIV invoice. If the vendor is correct, please contact the OFCO-COD-IPAC Control Branch at the following e-mail address: OPAC.NFC@USDA.GOV. If the correct vendor was not used, reverse the AP invoice or cancel the LIV invoice and then re-create the PO, establish a new one using the correct vendor code from the official list of USDA customer and vendor codes.

For ICB Use: The Payment Method on the AP invoice **or** on the vendor master record is either I or J, and therefore was picked up on the IPAC payment run, however, the ALC on the vendor master record is 12401240, which is not used for IPAC. These two codes are in conflict. Usually, this is caused because the user input a Payment Method on the AR invoice and they should have left it blank with the system deriving it from the vendor master record. 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 OFCO-COD-IPAC Control Branch staff should be contacted, because the vendor master should not contain default Payment Methods of I or J in conjunction with an ALC of 12401240. This is a conflict and requires correction.

24. Customer master trading partner cannot be internal

The Payment Method on the AR invoice **or** on the customer master record is either I or J, and therefore was picked up on the IPAC payment run, however, the Trading Partner Code on the customer master record is defined as "Internal to FMMI", which is not used for IPAC. These codes are in conflict. Usually, this is caused because the user input a Payment Method on the AR invoice and they should have left it blank allowing the system to 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 instead of IPAC. 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, because the customer master should not contain default Payment Methods of I or J in conjunction with a Trading Partner Code which is flagged as internal. The customer master record will have to be corrected.

25. Vendor master trading partner cannot be internal

The Payment Method on the AP/LIV invoice **or** on the vendor master record is either I or J, and therefore was picked up on the IPAC payment run; however, the Trading Partner Code on the vendor master record is defined as "Internal to FMMI" which is not used for IPAC. These codes are in conflict. Usually, this is caused because the user input a Payment Method on the AR invoice and they should have left it blank allowing the system to 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 instead of IPAC. 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, because the vendor master should not contain default Payment Methods of I or J, in conjunction with a Trading Partner Code which is flagged as internal. The vendor master record will have to be corrected.

26. Customer master is blocked or marked for deletion

The customer master for the customer number on the rejected invoice is either blocked for posting or marked for deletion. Contact OCFO-COD-IPAC Control Branch staff in order to determine the correct customer to use.

27. Vendor master is blocked or marked for deletion

The vendor master record for the vendor number on the referenced AP/LIV credit memo or invoice is either blocked for posting or marked for deletion. Contact OCFO-COD-IPAC Control Branch staff in order to determine the correct vendor to use.

28. Vendor master cannot be flagged for Prompt Pay Act (PPA)

The vendor master record for the vendor number on the referenced AP/LIV credit memo/ invoice is flagged as being relevant for PPA. The IPAC process does not allow for this. Verify that the vendor is correct. Contact OCFO-COD-IPAC Control Branch staff. The vendor master will either be changed or a new vendor will be provided.

29. Document not relevant for the current payment run

This is not an error message, but indicates that the document does not meet the criteria for the current payment run. For example, the J payment run generates collections and this document could be a credit memo. Another example would be the payment terms on the document may not fall within the parameters of the payment run. There is no reason for you to research documents with this message. Note that if the address on the customer master of the item rejecting is a foreign address (as in outside the U.S.), the record will reject for this reason. If this happens, use another customer number or have the address changed on the master.

30. Customer Line Item Long Text Field must contain description

Invoices that are standalone AR or reference FoRs must contain data in the Customer Line Item Long Text Field on the actual invoice. This must be data meaningful for your customer to recognize the charges and should also contain both vendor and customer contact information.

31. Sales Order Line item must contain a description

Invoice numbers that begin with a 30 are invoices created from sales orders. The IPAC bills created from these documents pull description data from the referenced Sales Order Line item. The referenced Sales Order Line Notes Tab/Long Text Field must contain data meaningful for your customer to recognize the charges and should also contain both vendor and customer contact information. The sales order must contain this data on every line.

32. 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 IPAC payment run, resulting in an IPAC collection.

33. 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 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.

34. 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 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.

35. Vendor line long text must contain description

On the accounting document of the LIV, you must enter a description on the vendor line long text field.

36. Document posted and reversed

The document passed all FMMI edits, but it was rejected at Treasury. Therefore, the IPAC bill was never created and the cash clearing document had to be reversed. The most common reason for Treasury rejects is invalid Receiver Treasury Account Symbol.