

- **Rejected Invoices**

**Invalid Barcodes**

- Q. Rejected Invoices due to incorrect product barcodes in ABM even though they look correct.
- A. You need to look for extra characters in the barcode field in ABM which may not be visible. To reset these the following needs to be done:
- Open the product
  - Go to the field before the barcode.
  - Tab into the barcode field (it will then be highlighted ..... including any rogue characters)
  - Overwrite the barcode with the 13 valid characters.

**Invalid Customer Address**

- Q. Failed Invoices due to address errors.
- A. The delivery address is sent in the invoice file in some cases. The address structure in the customer MUST be specific in having a valid 1<sup>st</sup> line of address, a valid suburb (separate line), a state and a postcode. Also beware of extra punctuation in the address such as quotes, question marks.

**Custom ZBuyerID does not exist**

- Q. The Custom ZBuyerID does not exist?
- A. The customer in ABM must match the Buyer ID field. Once the field is updated you can create the order again.

**PIA Codes**

- Q. Can you have the same PIA code but 2 different descriptions
- A. In your product database you can have the same PIA code against as many products as you like. The PIA code is a bunnings group or range. The steps are:
- Find the product to be supplied
  - Enter the PIA code against the product and save
  - Copy the barcode from the products and enter/paste that barcode against the line in the order details grid.
  - Process the order

When the invoice is created, the file sent to Bunnings will revert the product code back to the PIA code in the EDI file so that it is accepted by Bunnings. The key to this is that the PIA code must be saved on your products.

**Direct Ship Orders**

- Q. What format is the Orders with Order No containing a D done.
- A. Delivery instructions on the order MUST be in the following format:
- Line 1 = Name
  - Line 2 = Address

- Line 3 = Suburb – State – Postcode

e.g. ABC Co  
 10 Ridge St  
 DONCASTER – VIC – 3045

Orders imported will have this structure. Ensure the overall structure is retained if the address is edited.

**Acknowledgement Files**

- Q. How do Acknowledgement files work once activated?
- A. The EDI program checks for the Functional Acknowledgements (FA) files. If they are not there then the invoice is resent. Once the FA files are downloaded, they will be saved on your system as well as the backup of invoices.

**Deleting orders from EDI PO Grid**

- Q. How to delete orders from EDI PO Grid?
- A. If you click on the line to highlight it and then hit the delete key you will be prompted to confirm the deletion. This deletes the details line of the order as well.

**Resending Invoices**

- Q. Can you resend invoices in batch or individually?
- A. You can only send them individually.

**Requirements for Invoices to create a valid EDI File**

- Q. What determines customers to be included in a particular EDI process.

**A. Bunnings EDI:**

The Customer.ZSUPPID must have a matching entry in ZSUPPLIER.ID (ZSUPPLIER is the Suppliers table set up in the EDI maintenance option) AND Customer.ZBUYERID field is not Blank. ZBuyerID is the Tradelink Store Code.

Transactions to be selected are Customer invoices AND TransactionEntryDate greater than or equal to the Last Process Date stored in ZTLRUN.ProcDate AND TransactionEntryTime>Last Process Time stored in ZTLRUN.ProcTime

There is also a check that the Trading Reference does not start with a specific set of characters. This was done for a customer that wanted to exclude all invoices/credits that had the word REBATE at the start of the reference. This shouldn't affect you at the moment however. **\*\* MUST HAVE SOMETHING OR NOTHING WILL BE SELECTED\*\***

If you are running a test and want to re-export some invoices without entering new ones, just change the ZTLRUN table and set the last processed date/time back to an earlier date. This check is done to allow multiple exports in 1 day.

**A. Mitre 10:**

ZBUYERID will be a 4 number store code for Mitre 10 which is prefixed by the export to a 7 character purchase order number.

ZSUPPID is a matching ID to the ZSupplier table that you set up in the EDI Maintenance option. This is used to match a Customer to a specific office or state. For this interface just add 1 entry in ZSupplier and set the Customer to have ZSUPPID to match this.

The Customer.ZSUPPID must have a matching entry in ZSUPPLIER.ID (ZSUPPLIER is the Suppliers table set up in the EDI maintenance option) AND Customer.ZBUYERID field is not Blank. ZBuyerID is the Mitre 10 Store Code. ***The ZBuyerID on the customer Branch is checked and used if it exists.***

Transactions to be selected are Sales invoices AND EntryDateTime greater than or equal to the Last Process Date stored in ZTLRUN.ProcDate. Workstations must Support Page therefore have their PC date and time set correctly.

There is also a check that the External Reference does not start with a specific set of characters. This was done for a customer that wanted to exclude all invoices/credits that had the word REBATE at the start of the reference. This shouldn't affect you at the moment. **\*\* YOU MUST HAVE SOMETHING IN THIS FIELD OR NOTHING WILL BE SELECTED\*\***

If you are running a test and want to re-export some invoices without entering new ones, you can edit the ZTLRUN table and set the last processed date/time back to an earlier date. These are used to allow multiple exports in 1 day.