

## What is the System Note? When is it updated?

The System Note is a popup that displays messages relating to the processing of a transaction. Some examples of these messages include:

- Validation messages from a system administrator. These messages can display in the Checkout view prior to submitting a transaction for approval or releasing a transaction.
- Successful release to the supplier if the transaction is released electronically (via email or XML)
- Reference to a related transaction, if the transaction was initiated as the result of a published Sourcing award
- If Blanket Order is enabled, a message will display if the transaction exceeds the amount remaining for the associated blanket order
- Successful transmission to a third party GL/ERP system
- Record number or other identifier from a third party GL/ERP system
- Failed transmission to a third party GL/ERP system

These messages can occur when a transaction is validated, submitted for approval, released to the supplier, received, or invoiced.

## Where is the update coming from?

In some cases, the message displayed is informational and is the result of the completion of a process. Most of these messages are generated by ESM Solutions.

If a transaction has failed validation, the message can be customized by a system administrator.

If a transaction has failed transmission to a GL/ERP system, the messaging is generated by the GL/ERP system. Any questions about the content of the message should be generated to a system administrator and/or the GL/ERP provider.

## What do I need to do?

No action is required for informational messages.

If the transaction has failed a validation step or exceeds the remaining amount available for a blanket order, the transaction will need to be modified. For example, if the validation rule indicates the Credit Card payment form can't be used for a particular supplier, the payment form should be changed to PO. The transaction can be re-submitted after editing. Questions regarding how to edit the transaction or why the validation error is occurring should be directed to a system administrator.

If the transaction has failed to transmit to the GL/ERP, there may be a connection issue or an issue with the transaction data. If there is a data issue, the transaction may need to be edited before it can be re-submitted. Questions regarding the content of these messages should be directed to the GL/ERP provider or system administrator.

## Examples

System Note: Transaction has been released to the supplier. No action required.

The screenshot displays a web application interface for Magisterial College. A modal dialog box titled "System Note" is centered on the screen, containing the text: "10/23/2020 09:46 ET Successfully released to supplier." and a "Close" button. The background interface shows a checkout page with a "Transaction Summary" table. The table data is as follows:

Transaction Summary	
Transaction #:	165686
Create Date:	10/23/2020
Supplier:	Funk Whse Supplies
Requester:	Jackie Funk
Selection:	Submitted
Status:	Submitted to Supplier
System Note:	History
Total Line Items:	2
Subtotal:	4,317.99
Total Value (USD):	4,317.99

System Note: Transaction has failed validation. The message displayed has been customized by an administrator. The transaction needs to be modified before it can be submitted.

The screenshot displays a web application interface for Magisterial College. A red error banner at the top reads: "Transaction is invalid. Please check System Note for more details." A modal dialog box titled "System Note" is centered on the screen, containing the text: "01/29/2021 10:49 ET Transaction Validation: Justification for Purchases Exceeding \$5000 Validation Message: If your transaction total exceeds \$5,000, an internal note must be added to include the transaction's justification. Please contact the Purchasing department manager if you have any questions." and a "Close" button. The background interface shows a checkout page with a "Transaction Summary" table. The table data is as follows:

Transaction Summary	
Transaction #:	168368
Create Date:	01/29/2021
Supplier:	Four Brothers Pizza
Requester:	Jackie Funk
Selection:	Active
Status:	Invalid Transaction
System Note:	Alert ⚠

System Note: Transaction exceeds remaining value of a blanket order. The transaction needs to be modified before it can be submitted. (This example only applies to customers with blanket order functionality enabled.)

System Note

01/29/2021 10:51 ET

Transaction total exceeds remaining value of Blanket Order

Close

Magisterial College

Hi Jackie

Shop Approve (40) Receive

Search Keyword

Go to: All Transactions

Checkout

- General Details
- Delivery Details Attn: Jackie Funk
- Billing Details Attn: Jacqueline
- GL Details
- Line Item Details (Total: 1) [Change](#)
- View Workflow Details [Change](#)

Transaction Summary

Transaction #: 168368

Create Date: 01/29/2021

Supplier: Four Brothers Pizza

Requester: Jackie Funk

Selection: Active

Status: Invalid Transaction

System Note: Alert ⚠

Total Line Items: 1

Subtotal: 7,500.00

System Note: Messaging returned from a GL/ERP system indicating a bad request. In this scenario, we would recommend contacting a system administrator to determine how to proceed. Below are three examples.

System Note

08/14/2020 09:24 ET

The remote server returned an error: (400) Bad Request.  
Vendor not found

Close

Checkout

General Details

\* Payment Form:  Credit Card

Release Method: Manual

Order Type: Standard

Purchase Order #: 1671

\* Fiscal Date: 08/14/2020

Aux Field 1:

Aux Field 2:

Transaction Summary

Transaction #: 256667

Create Date: 08/14/2020

Supplier: Canada Place of Toronto

Requester: PD-Admin

Selection: Hold

Status: Failed GL Check

System Note: Alert ⚠

Total Line Items: 1

Subtotal: 3.00

Tax Code 1: 0.00

Tax Code 2: 0.00

S & H: 0.00

Total Value (USD): 3.00

System Note

01/30/2020 14:01 ET

The remote server returned an error: (400) Bad Request.  
ORA-20101: Document Edit errors. \*ERROR\* Account type must be either General Ledger, Expenditure or Transfer. \*ERROR\* Account type must be either General Ledger, Expenditure or Transfer. ORA-06512: at "BANINST1.FB\_PURCHASE\_ORDER", line 3773 ORA-06512: at line 3

Close

Checkout

General Details

\* Payment Form: PO

Release Method: Electronic

Order Type: Standard

P Order #: 1665

\* Fiscal Date: 01/30/2020

Aux Field 1:

Aux Field 2:

Transaction Summary

Transaction #: 243594

Create Date: 01/30/2020

Supplier: RHL Racing Products

Requester: Deepa.Joseph25

Selection: Hold

Status: Failed GL Check

System Note: Alert ⚠

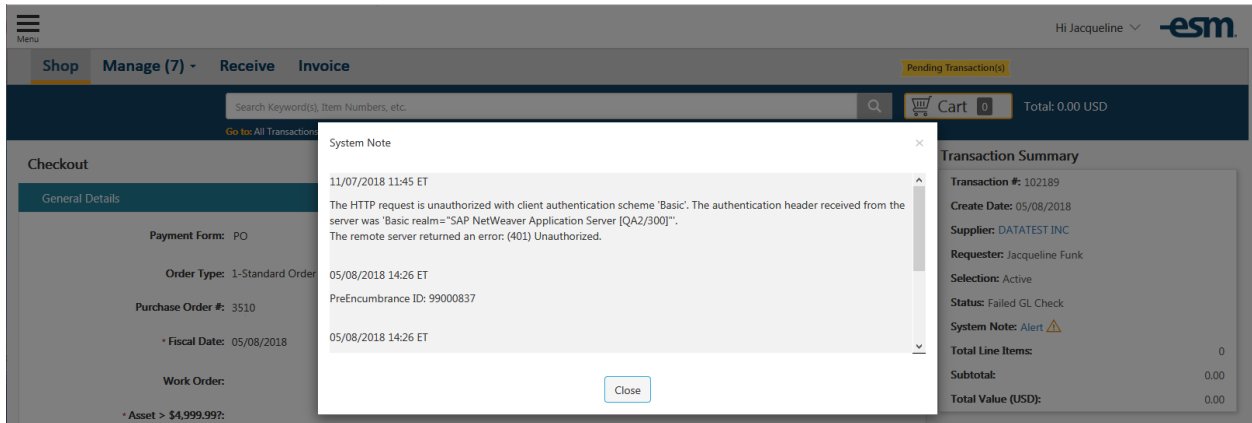
Total Line Items: 2

Subtotal: 4.98

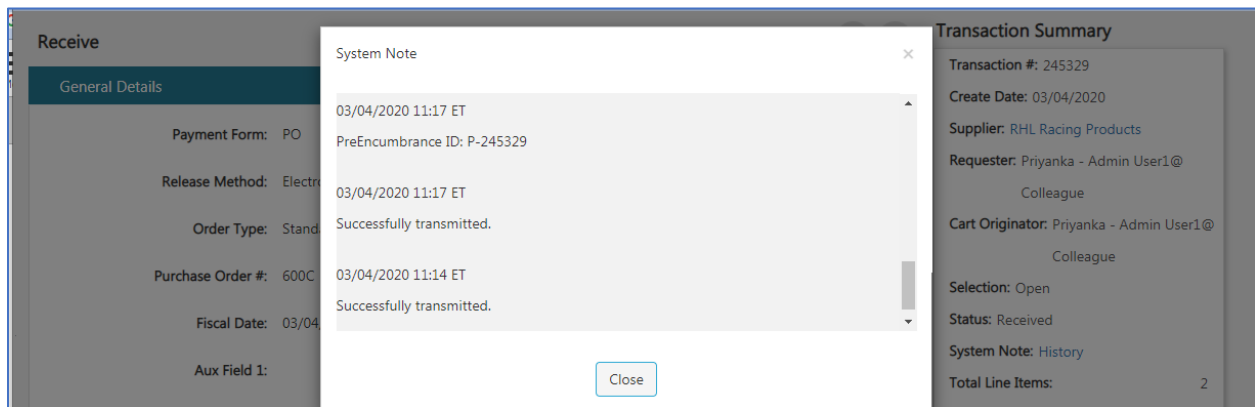
Tax Code 1: 0.00

S & H: 0.00

Total Value (USD): 4.98



System Note: Informational messaging that includes a reference value assigned by a GL/ERP system as well as success messages.



System Note: Informational message indicating the transaction was generated from Sourcing. (This example only applies to customers who utilize Transaction to Sourcing.)

