

# Common EDI Errors – and how to avoid these

Version 3.0



# Top Tip

## You can check progress of your EDI messages using the SNC Portal.

- Log in to SNC via <https://myapplications.Microsoft.com>
- Check that the invoices and ASN's that you have transmitted via EDI have arrived
- The SNC portal shows EDI message failures and any invoices blocked for payment (e.g. due to a cost price or quantity query)
- Every supplier has at least 1 nominated user for SNC
- If you need to add more users, you can request this via the SNC support team using the email address [SNCSupportTeam@coop.co.uk](mailto:SNCSupportTeam@coop.co.uk)

# 1. Check Traded Unit Barcode Data

**Traded Unit (TU) Barcode sent via ASN/invoice must match the Traded Unit (TU) Barcode quoted in the Purchase Order.**

- We are advising suppliers to validate product data held in your systems against data held in Co-op connect.
- You can download Traded Unit Barcode data from Connect by running a cost price report.
- If you have any concerns that your traded unit barcode information may not be correct, reach out to us in the first instance as barcode information cannot be changed directly in the Connect Portal.



## 2. Check Traded Unit Barcode Formatting

**Traded Unit (TU) Barcodes in your system should be formatted with either 13 or 14 digits. If they are not formatted this way, the EDI transmission could fail.**

- Please note that currently, Co-op's systems cannot currently recognise 14 digit codes that contain a leading zero.
- In the past you may have had EDI invoice failures because the leading zero was not recognized.
- We now have a manual process in place that means these should process without any supplier intervention.
- Our technical teams are working on a systemic solution to this issue so that our SAP EDI system recognises barcodes with leading zeros.
- If you are experiencing challenges within your business in the meantime, please speak our EDI Development team – [edidevelopmentteam@coop.co.uk](mailto:edidevelopmentteam@coop.co.uk)



### 3. Are your EDI messages routed to the correct Co-op EDI Mailbox?

**It's really important that your invoices are routed correctly to avoid any potential invoice processing delays.**

- If PO starts with 45 or 43 send invoice to Co-op **SAP** EDI Mailbox 5000128000017
- If PO starts with a 1 send invoice to Co-op EDI **Legacy** Mailbox 5000128000013



## 4. Only ship products contained in the PO

- If you cannot ship the article (product) contained in the Purchase Order or need to send an alternative, please contact your Supply Chain Analyst first.
- If we send you a Purchasing Order containing a historic product, please contact your Supply Chain Analyst first before fulfilling any orders.



## 5. Remove Zero Quantities from Invoices

- Any zero quantities on invoice messages should be removed as this will cause an EDI transmission failure.
- If you haven't sent us the goods they shouldn't appear on the invoices you send us.



## 6. Invoice against the correct Purchase Order number

- We have had a large number of invoices that quote a cancelled purchase order number.
- If you have an order cancelled and then re-raised, please ensure to reference the most recent purchase order number on the invoice.





# 7. Do not apply any settlement discounts to invoices

- Please do not apply settlement discounts to invoices before you send these to us.
- Once SAP has received the invoice from your EDI system, it will apply the relevant discount before payment.

