

# Accelerating Essity's Digital Transformation

## CSV common issues on SAP Business Network



Audience: Essity Suppliers



Direct Materials



# CSV common issues

## List of common errors on SAP Business Network

Error Category	Error Message	Root Cause	Page
CSV not attached	Despatch advice is missing for delivery date [ASN ID]. Please send file in order for Essity to be able to receive the goods	Despatch file is missing / not attached in submitted ship notice	3
Reel Data	Sum of reel quantity is not equal to pallet quantity for SSCC xxxx	Incorrect information in CSV file. The sum of Reel Quantity per SSCC is not equal to the Pallet Quantity	4
Reel Data	Number of reels are not equal to count of unique reel IDs on SSCC xxxx	The declared No. of Reels per pallet should have equal count of unique Reels IDs	5
Duplicates in CSV	Reel ID xxxx exists more than once in the despatch	The CSV file should contain only unique Reel ID values and no duplicates	6
Duplicates in CSV	SSCC 00159963319992338189 exists more than once in despatch	For non-reel ASNs, the CSV file should contain only unique SSCC values and no duplicates	7
Incorrect SSCC format	SSCC 340483330313031018.0 is incorrect	SSCC is not following the 18-digit format	8
Incorrect SSCC format	SSCC 3,40056E+17 exists more than once in despatch	SSCC is not following the 18-digit format	9
Incorrect SSCC format	Sum of reel quantity is not equal to pallet quantity for SSCC 3,40E+17 Number of reels are not equal to count of unique reel IDs on SSCC 3,40E+17	SSCC is not following the 18-digit format	10
CSV data exists in Essity	SSCC xxxx already exists in plant	The SSCC is already submitted before and exists in Essity S4 system	11
CSV data exists in Essity	Reel ID xxxx already exists in plant	The Reel ID is already submitted before and exists in Essity S4 system	12
Batch ID	A Pallet should only have 1 Batch ID assigned	Multiple BatchIDs assigned to one pallet/SSCC	13
Unknown material number	Material number xxxx is unknown	The file contains material that is not selected in the ASN	14
Unknown material number	Material number i»¿2559000 is unknown	The file contains not allowed characteristic „¿”	15
Quantity Mismatch	The shipped and despatch quantity for material 24415xx do not match	There is quantity mismatch between the portal and despatch file	16

# CSV common issues

## CSV not attached

**ERROR:** Despatch advice is missing for delivery date H-00. Please send file in order for Essity to be able to receive the goods

### Issue explanation

The ASN has been rejected because supplier did not attach the CSV document.

Ship Notices (11)				
Packing Slip ID	Supplier	Order #	Date ↓	Routing Status
H-00	x x x	Multiple	13 Sep 2022 2:38:28 PM	Failed
H-00	x x x	Multiple	13 Sep 2022 2:43:53 PM	Acknowledged

#### Ship Notice: H-00

Resend Export cXML

Detail **History**

Ship Notice: H-00  
Routing Status: Failed  
Received By Ariba Network On: 5 Aug 2022 8:25:00 AM GMT+02:00

#### History

Status	Comments
Failed	Despatch advice is missing for delivery date H-00 Please send file in order for Essity to be able to receive the goods

### How to fix it?

1. Cancel Failed ASN by clicking „Cancel" button after opening ASN document.

Ship Notice: ASN1053

[Cancel](#) [Edit](#) [Export cXML](#)

[Detail](#) [History](#)

Ship Notice: ASN1053  
Routing Status: Failed  
Received By Ariba Network On: 15 Feb 2022 5:52:11 PM GMT+01:00  
Submitted By: ██████████

2. Create a new ASN and attach the despatch file by clicking „Choose File" and then „Add attachment" during ship notice creation.

ATTACHMENTS

Name	Size (bytes)
------	--------------

[Choose File](#) No file chosen [Add Attachment](#)

*The total size of all attachments cannot exceed 100MB*

# CSV common issues

## Reel Data (1/2)

**ERROR:** Sum of reel quantity is not equal to pallet quantity for SSCC xxxx

### Issue explanation

The ASN has been rejected because the sum of reel quantity is different than pallet quantity indicated in the file.

*For example:*

Below CSV file has incorrect Pallet Quantity as the sum of reel quantity is different

```
File Edit Format View Help
2559002;6000;6xxxxx;3403712xxxxxx58349;21000;22000;21.05.2022 13:39;XX;6;56xxxxx;950;100015000;SEF2
2559002;6000;6xxxxx;3403712xxxxxx58349;21000;22000;21.05.2022 13:39;XX;6;56xxxxx;950;100015000;SEF2
2559002;6000;6xxxxx;3403712xxxxxx58349;21000;22000;21.05.2022 13:39;XX;6;56xxxxx;950;100015000;SEF2
2559002;6000;6xxxxx;3403712xxxxxx58349;21000;22000;21.05.2022 13:39;XX;6;56xxxxx;950;100015000;SEF2
2559002;6000;6xxxxx;3403712xxxxxx58349;21000;22000;21.05.2022 13:39;XX;6;56xxxxx;950;100015000;SEF2
2559002;6000;6xxxxx;3403712xxxxxx58349;21000;22000;21.05.2022 13:39;XX;6;56xxxxx;950;100015000;SEF2
```

Pallet quantity

Reel quantity

### How to fix it?

1. Cancel Failed ASN by clicking „Cancel" button after opening ASN document.
2. Correct despatch file, then create a new ASN and upload amended CSV file.
3. Review the status of submitted ASN.

If the status is 'Acknowledged', the document has been transferred however, the process is completed if there is an information inserted in the History tab of specific ASN that the inbound delivery is created. That means that the document was reached out by Essity system and processed successfully.

History	
Status	Comments
	Processing cXML item
	Route document to end point CIG of system id PALCLNT100 of org AN01578232138
	The document is ready to be picked up by the recipient.
	Processing cXML
	The document has been transferred to the next integration point.
Acknowledged	Success
	The document is ready to be picked up by the recipient.
	The document has been transferred to the next integration point.
	The recipient has processed the document and has acknowledged the processing. Reason: OK - 0001 inbound delivery/deliveries created (nos. 160020391 to 160020391)

# CSV common issues

## Reel Data (2/2)

**ERROR:** Number of reels are not equal to count of unique reel IDs on SSCC xxxxx

### Issue explanation

The ASN has been rejected because the number of reels are not equal to count of unique reel ID. The declared no. Of reels per pallet should have equal count of unique Reel IDs

*For example:*

Below CSV file has incorrect number of reels value as there are 6 different Reel ID and the file indicates only 5

```
File Edit Format View Help
2559002;5700;6xxxxx;34037129xxxxxx18592;2xxxx;2xxxx;24.05.2022 13:39;XX;5;5655555;950;1000xxxxx;SEF2
2559002;5700;6xxxxx;34037129xxxxxx18592;2xxxx;2xxxx;24.05.2022 13:39;XX;5;5644444;950;1000xxxxx;SEF2
2559002;5700;6xxxxx;34037129xxxxxx18592;2xxxx;2xxxx;24.05.2022 13:39;XX;5;5600000;950;1000xxxxx;SEF2
2559002;5700;6xxxxx;34037129xxxxxx18592;2xxxx;2xxxx;21.05.2022 13:39;XX;5;5611111;950;1000xxxxx;SEF2
2559002;5700;6xxxxx;34037129xxxxxx18592;2xxxx;2xxxx;21.05.2022 13:39;XX;5;5622222;950;1000xxxxx;SEF2
2559002;5700;6xxxxx;34037129xxxxxx18592;2xxxx;2xxxx;21.05.2022 13:39;XX;5;5633333;950;1000xxxxx;SEF2
```

Number of Reels

Reel ID

### How to fix it?

1. Cancel Failed ASN by clicking "Cancel" button after opening ASN document.
2. Correct despatch file, then create a new ASN and upload amended CSV file.
3. Review the status of submitted ASN.  
If the status is 'Acknowledged', the document has been transferred however, the process is completed if there is an information inserted in the History tab of specific ASN that the inbound delivery is created. That means that the document was reached out by Essity system and processed successfully.

# CSV common issues

## Duplicates in CSV (1/2)

**ERROR:** Reel ID xxxx exists more than once in the despatch

### Issue explanation

The document failed because the despatch file contained same Reel ID

```
File Edit Format View Help
2559002;5700;6xxxxx;34037129xxxxxx18592;2xxxx;2xxxx;21.05.2022 13:39;XX;6;5611111;950;1000xxxxx;SEF2
2559002;5700;6xxxxx;34037129xxxxxx18592;2xxxx;2xxxx;21.05.2022 13:39;XX;6;5622222;950;1000xxxxx;SEF2
2559002;5700;6xxxxx;34037129xxxxxx18592;2xxxx;2xxxx;21.05.2022 13:39;XX;6;5633333;950;1000xxxxx;SEF2
2559000;6200;6xxxxx;34037129xxxxxx17021;2xxxx;2xxxx;21.05.2022 13:38;XX;8;5633333;775;1000xxxxx;SEF2
```

The CSV file should contain only unique Reel ID values and no duplicates are allowed.

### How to fix it?

1. Cancel Failed ASN by clicking "Cancel" button after opening ASN document.
2. Correct despatch file, then create a new ASN and upload amended CSV file.
3. Review the status of submitted ASN.  
If the status is 'Acknowledged', the document has been transferred however, the process is completed if there is an information inserted in the History tab of specific ASN that the inbound delivery is created. That means that the document was reached out by Essity system and processed successfully.

# CSV common issues

## Duplicates in CSV (2/2)

**ERROR:** SSCC 00159963319992338189 exists more than once in despatch

### Issue explanation

The document failed because for non-reel ASNs, the CSV file should contain only unique SSCC value and no duplicates are allowed

Ship Notice: 09

Resend Export cXML Serial Number CSV

Detail History

Ship Notice: 096  
Routing Status: Failed  
Received By Ariba Network On: 7 Jul 2022 11:14:59 AM GMT+02:00

History

Status	Comments
Failed	SSCC 00373500146760982825 exists more than once in despatch
	Receipt of the document has not been confirmed by the trading partner. Reason: Not Acceptable - SSCC 00373 exists more than once in despatch

### How to fix it?

1. Cancel Failed ASN by clicking "Cancel" button after opening ASN document.
2. Correct despatch file, then create a new ASN and upload amended CSV file.
3. Review the status of submitted ASN.  
If the status is 'Acknowledged', the document has been transferred however, the process is completed if there is an information inserted in the History tab of specific ASN that the inbound delivery is created. That means that the document was reached out by Essity system and processed successfully.

## CSV common issues

# Incorrect SSCC format (1/3)

**ERROR:** SSCC 340483330313031018.0 is incorrect

### Issue explanation

The ASN has been rejected because the format of SSCC is incorrect.

*For example:*

The below document failed because the format of SSCC included decimals

Essity\_File - Notepad

File Edit Format View Help

5728204;4140;673323;340483330313031018.0;018;54056;05.05.2022 09:09;XX;9;20255;460;015488;SEF2

### How to fix it?

1. Cancel Failed ASN by clicking „Cancel" button after opening ASN document.
2. Correct despatch file, then create a new ASN and upload amended CSV file.
3. Review the status of submitted ASN.  
If the status is 'Acknowledged', the document has been transferred however, the process is completed if there is an information inserted in the History tab of specific ASN that the inbound delivery is created. That means that the document was reached out by Essity system and processed successfully.



# CSV common issues

## Incorrect SSCC format (2/3)

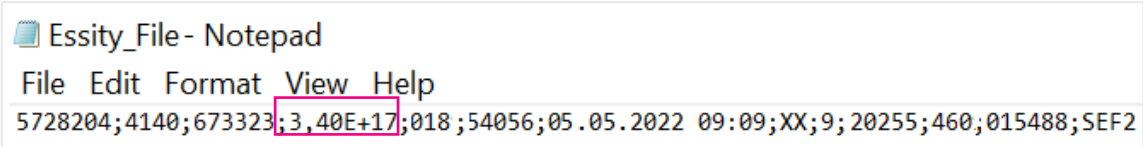
**ERROR:** SSCC 3,40056E+17 exists more than once in despatch

### Issue explanation

The ASN has been rejected because the format of SSCC is incorrect.

*For example:*

The below document failed because the format of SSCC does not have 18 digits



```
Essity_File - Notepad
File Edit Format View Help
5728204;4140;673323;3,40E+17;018;54056;05.05.2022 09:09;XX;9;20255;460;015488;SEF2
```

### How to fix it?

1. Cancel Failed ASN by clicking „Cancel" button after opening ASN document.
2. Correct SSCC format in the CSV. You can use Notepad/Editor to edit SSCC codes. The correct format includes 18 digits and may not start with “0”. Should be same number as third barcode on pallet label. The code structure of the SSCC is as follows: P M M M M M M M S S S S S S S S C. (P=Packaging indicator, M=Supplier number, S=Series of numbers, C=Check figure).
3. Create ASN and upload amended CSV file.
4. Review the status of submitted ASN.  
If the status is 'Acknowledged', the document has been transferred however, the process is completed if there is an information inserted in the History tab of specific ASN that the inbound delivery is created. That means that the document was reached out by Essity system and processed successfully.

# CSV common issues

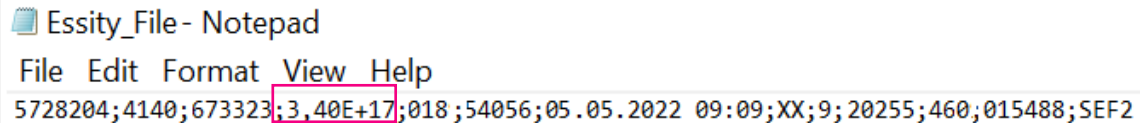
## Incorrect SSCC format (3/3)

**ERROR:** Sum of reel quantity is not equal to pallet quantity for SSCC 3,40E+17 Number of reels are not equal to count of unique reel IDs on SSCC 3,40E+17

### Issue explanation

The ASN document failed due to incorrect format of SSCC inserted in the despatch file. In consequence there are multiple issues:

- sum of reel quantity is not equal to pallet quantity for SSCC 3,40E+17
- SSCC 3,40E+17 is incorrect
- Number of reels are not equal to count of a unique reel IDs on SSCC 3,40E+17
- A Pallet should only have one Batch ID assigned



Essity\_File - Notepad  
File Edit Format View Help  
5728204;4140;673323;3,40E+17;018;54056;05.05.2022 09:09;XX;9;20255;460;015488;SEF2

### How to fix it?

1. Cancel Failed ASN by clicking „Cancel" button after opening ASN document.
2. Correct SSCC format in the CSV. You can use Notepad/Editor to edit SSCC codes. The correct format includes 18 digits and may not start with “0”. Should be same number as third barcode on pallet label. The code structure of the SSCC is as follows: P M M M M M M M S S S S S S S S S S C. (P=Packaging indicator, M=Supplier number, S=Series of numbers, C=Check figure).
3. Create ASN and upload amended CSV file.
4. Review the status of submitted ASN.  
If the status is 'Acknowledged', the document has been transferred however, the process is completed if there is an information inserted in the History tab of specific ASN that the inbound delivery is created. That means that the document was reached out by Essity system and processed successfully.

# CSV common issues

## CSV data exists in Essity (1/2)

**ERROR:** SSCC 00386917570010496149 already exists in plant

### Issue explanation

The document failed since the despatch file contained SSCC codes which already exists in Essity backend system.

There are 2 root causes of this issue:

1. The previous failed document was not canceled before submission of the other one for the same shipment
2. The same SSCC code was included in one of the previous shipment delivered to Essity

Ship Notice:139

Resend Export cXML

Detail History

Ship Notice: 139  
Routing Status: Failed  
Received By Ariba Network On: 23 May 2022 3:00:28 PM GMT+02:00

History

Status	Comments
Failed	SSCC 00386917570010496149 already exists in plant SSCC 00386917570010496286 already exists in plant

Receipt of the document has not been confirmed by the trading partner. Reason: Not Acceptable - SSCC 00386917570010496149 already exists in plant

### How to fix it?

#### Fix for point #1:

1. Cancel **All failed** ASNs submitted for the same shipment by clicking "Cancel" button after opening ASN document.
2. Create a new ASN and upload CSV file .
3. Review the status of submitted ASN.

If the status is 'Acknowledged', the document has been transferred however, the process is completed if there is an information inserted in the History tab of specific ASN that the inbound delivery is created. That means that the document was reached out by Essity system and processed successfully.

#### Fix for point #2:

1. Cancel Failed ASN by clicking "Cancel" button after opening ASN document.
2. Correct despatch file, then create a new ASN and upload amended CSV file.
3. Review the status of submitted ASN.

If the status is 'Acknowledged', the document has been transferred however, the process is completed if there is an information inserted in the History tab of specific ASN that the inbound delivery is created. That means that the document was reached out by Essity system and processed successfully.

# CSV common issues

## CSV data exists in Essity (2/2)

**ERROR:** Reel ID AP0202013577324 already exists in plant

### Issue explanation

The document failed because the despatch file contained the Reel ID which already exists in Essity S4.

There are 2 root causes of this issue:

1. The previous failed document was not canceled before submission of the other one for the same shipment
2. The same Reel ID was included in one of the previous shipment delivered to Essity

Ship Notice: 400

Resend Export cXML

Detail History

Ship Notice: 400  
Routing Status: Failed  
Received By Ariba Network On: 13 May 2022 11:48:51 AM GMT+02:00

History

Status	Comments
Failed	Reel ID AP0202013577324 already exists in plant

### How to fix it?

#### Fix for point #1:

1. Cancel **All failed** ASNs submitted for the same shipment by clicking "Cancel" button after opening ASN document.
2. Create a new ASN and upload CSV file.
3. Review the status of submitted ASN.

If the status is 'Acknowledged', the document has been transferred however, the process is completed if there is an information inserted in the History tab of specific ASN that the inbound delivery is created. That means that the document was reached out by Essity system and processed successfully.

#### Fix for point #2:

1. Cancel Failed ASN by clicking "Cancel" button after opening ASN document.
2. Correct despatch file, then create a new ASN and upload amended CSV file.
3. Review the status of submitted ASN.

If the status is 'Acknowledged', the document has been transferred however, the process is completed if there is an information inserted in the History tab of specific ASN that the inbound delivery is created. That means that the document was reached out by Essity system and processed successfully.

# CSV common issues

## Batch ID

**ERROR:** A pallet should only have one Batch ID assigned

### Issue explanation

The document failed since the despatch file contains multiple BatchIDs assigned to one pallet.

Ship Notice: 121

Resend Export cXML

Detail History

Ship Notice: 12  
Routing Status: Obsolete  
Received By Ariba Network On: 30 Jun 2022 12:47:30 PM GMT+02:00

History

Status	Comments
Failed	A Pallet should only have one Batch ID assigned
	Receipt of the document has not been confirmed by the trading partner. Reason: Not Acceptable - A Pallet should only have one Batch ID assigned

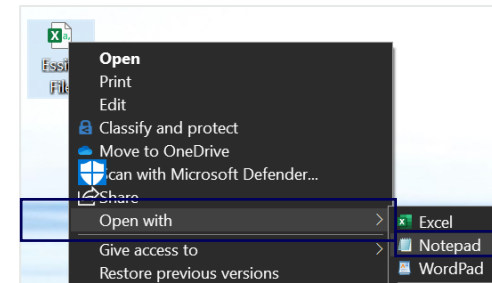
*For example:*

The below document failed because contains 3 different batch IDs assigned to 1 SSCC code

```
Desfile_ 26 - Notepad
File Edit Format View Help
.667;3060;4389;373322820028227531;855;12;2022-6-10 10:37:36;XX;3;18;102;0002;SEF2
.667;3060;4389;373322820028227531;855;12;2022-6-10 10:37:36;XX;3;18;102;0002;SEF2
.667;3060;4390;373322820028227531;855;12;2022-6-10 10:37:36;XX;3;18;102;0002;SEF2
```

### How to fix it?

1. Cancel Failed ASN by clicking "Cancel" button after opening ASN document.
2. Correct the CSV file, as the Pallet should have one Batch ID assigned. We recommend to use Notepad/Editor.



3. Create a new ASN and upload amended CSV file
4. Review the status of submitted ASN.

If the status is 'Acknowledged', the document has been transferred however, the process is completed if there is an information inserted in the History tab of specific ASN that the inbound delivery is created. That means that the document was reached out by Essity system and processed successfully.

# CSV common issues

## Unknown material number (1/2)

**ERROR:** Material number 000000000002994600 is unknown

### Issue explanation

The document failed because the file contains material that was not selected in „Items to ship” step.

Ship Notice: 12

Resend Export cXML

Detail History

Ship Notice: 12  
Routing Status: Failed  
Received By Ariba Network On: 11 May 2022 1:28:12 PM GMT+02:00

History

Status	Comments
Acknowledged	Success The document is ready to be picked up by the recipient.
Failed	Receipt of the document has not been confirmed by the trading partner. Reason: Not Acceptable - Material number 000000000002994600 is unknown There is no handling unit with identification 37. Material number 000000000002994600 is unknown There is no handling unit with identification 37

### How to fix it?

1. Cancel Failed ASN by clicking "Cancel" button after opening ASN document.
2. Select all materials from shipment by selecting the box on the 'Items to ship' section, then create a new ASN and upload CSV file.

<input type="checkbox"/>	Order No.	Item No.	Supplier Part No.	Description	Schedule Line No. ↑	Need By
<input type="checkbox"/>	Customer: Essity Health and Hygiene - TEST Ship To Address: Falkenberg Factory, Falkenberg, 005, SWE					
<input checked="" type="checkbox"/>	5500000107	10	211435		1	Mar 30, 2022
<input checked="" type="checkbox"/>	5500000926	10	211435		2	Mar 30, 2022

3. Review the status of submitted ASN.  
If the status is 'Acknowledged', the document has been transferred however, the process is completed if there is an information inserted in the History tab of specific ASN that the inbound delivery is created. That means that the document was reached out by Essity system and processed successfully.

# CSV common issues

## Unknown material number (2/2)

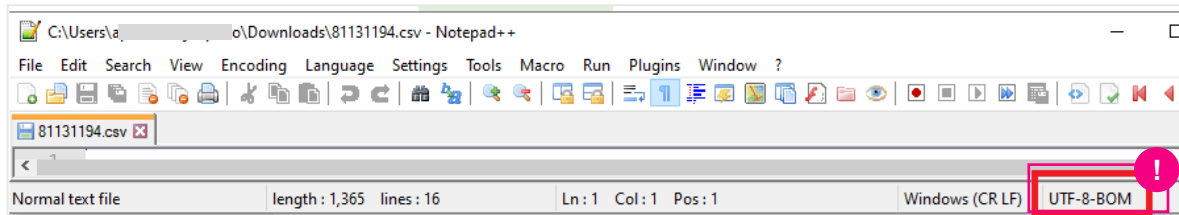
**ERROR:** Material number '»¿2559000 is unknown

### Issue explanation

The document failed since the CSV file contains special unacceptable characters for material number 2559000, which are not visible in the file at the first glance.

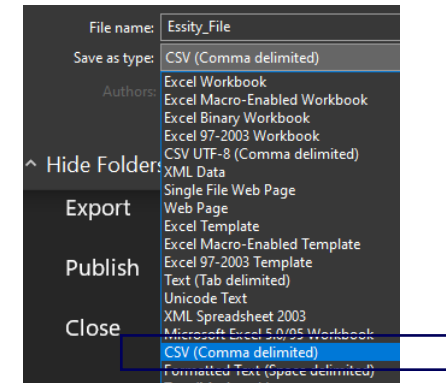
These characters '»¿' are what is called BOM (Byte Order Mark) and they are added during creation of CSV file.

To check if BOM character exists, open the file in Notepad++ and look at the bottom right corner. If it says UTF-8-BOM then the file contains BOM character. **The CSV file should be generated with encoding UTF-8 only.**



### How to fix it?

1. Cancel Failed ASNs submitted by clicking "Cancel" button after opening ASN document.
2. Save the file as standard CSV not UTF-8. If you will save as CSV UTF-8 then the file will be generated with BOM characters.



3. Create a new ASN and upload CSV file.
  4. Review the status of submitted ASN.
- If the status is 'Acknowledged', the document has been transferred however, the process is completed if there is an information inserted in the History tab of specific ASN that the inbound delivery is created. That means that the document was reached out by Essity system and processed successfully.

# CSV common issues

## Quantity mismatch

**ERROR:** The shipped and despatch quantity for material 24415xx do not match

### Issue explanation

The ASN document failed due to quantity discrepancy between despatch file and portal.

Ship Notice: DT-22

Resend Export cXML

Detail History

Ship Notice: DT-22  
Routing Status: Failed  
Received By Ariba Network On: 27 May 2022 12:13:07 PM GMT+02:00

History

Status	Comments
Failed	The shipped and despatch quantity for material 244. do not match The shipped and despatch quantity for material 25 do not match
	Receipt of the document has not been confirmed by the trading partner. Reason: Not Acceptable - The shipped and despatch quantity for material 2441 do not match

### How to fix it?

1. Cancel Failed ASN by clicking "Cancel" button after opening ASN document

[If this applies to SMI:

- please update the planned quantity on the planning collaboration page and send the data to Essity by clicking 'Send data' button
- Check the Scheduling Agreement Routing status. If the Routing status is 'Sent' or „Acknowledged” please proceed with ASN creation. If the Routing Status is 'Queued' please wait with ASN submission until the Routing status will be changed into 'Sent/Acknowledged'. Otherwise, the submitted ASN will fail.
- Create a new ASN and verify the quantity on the portal, then upload CSV file

If this applies to PO:

- Create a new ASN and insert a quantity which is aligned with despatch file, then upload CSV file]

2. Review the status of submitted ASN. If the status is 'Acknowledged', the document has been transferred however, the process is completed if there is an information inserted in the History tab of specific ASN that the inbound delivery is created.



Thank you for your participation. Join us in shaping our future!



