

How to Get Help

Rev 09/12/17

What to do if..



- The PO I need to invoice against is not on the Ariba Network

Please contact your procurement agent. Your procurement agent can locate the PO and send it to the Ariba Network.

- My Invoice Status is **Rejected**

Please open the invoice and navigate to the History tab. Read the comments to understand the reason for rejection. Correct & resubmit the invoice if necessary.

- My Invoice Status is Canceled

If the invoice is for a service, please confirm that an attachment was included with your invoice depicting the cost breakdown, as well as any required backup documentation. Missing attachment is a common cause for service invoice cancelation.

If an attachment was included or your invoice is for materials, please contact the **Eversource Accounts Payable Help Desk at 860-665-4592**.

- I do not know how to search for my PO or submit an invoice on the Ariba Network

Please refer to the training guides included on this website. If additional help is needed, please contact the **Ariba Supplier Enablement Help Desk at 1-800-974-4899** or email EversourceSupplierEnablement@ariba.com.

Common Reasons for Rejections



- Duplicate Invoice

Resolution: If not a duplicate invoice, please update Invoice Number and resubmit

The invoice status has been successfully updated to Rejected by Eversource Energy Service Co.. Description:Error 500: nested exception is: psdi.util.MXApplicationException: BMXZZ0022E - Duplicate Error: An Invoice already exists for the combination of Vendor Invoice #, Vendor Invoice Date and Vendor Code. Please search for existing invoice and resubmit by changing any of Vendor Invoice #, Vendor Invoice Date and Vendor Code, if not duplicate

- Name of file attachment exceeds 20 characters including spaces and “.pdf”

Resolution: Shorten file name, reattach, and resubmit invoice

The invoice status has been successfully updated to Rejected by Eversource Energy Service Co.. Description:Error 500: nested exception is: psdi.util.MXApplicationException: BMXAA4049E - The value specified exceeds the maximum field length that is allowed for this attribute: Value = Invoice#000201708176.pdf, Object Name=DOCLINKS, Attribute Name=DOCUMENT, Maximum Length=20.

- Invoice Approver needs to be updated

Resolution: Contact your procurement agent to update PO

The invoice status has been successfully updated to Rejected by Eversource Energy Service Co.. Description:Error 500: nested exception is: psdi.util.MXApplicationException: BMXAA4191E - The value MARCYN is not valid for Invoice Approver. Specify a valid value for Invoice Approver.

- Unknown Error

Resolution: Please send email to Eversource_Supplier_Enablement@Eversource.com

The invoice status has been successfully updated to Rejected by Eversource Energy Service Co.. Description:Error 500: nested exception is: psdi.util.MXSystemException: BMXAA4134E - POLINENUM did not validate. Gather the logs from the <HOME> directory and determine the problem by looking at the message that is appended to this message. null
