

Error Guide for Client Portal

Possible Errors when importing Invoices

ACTIONS	DATE	LOCATION_ID	DEBTOR_NAME	DIVISION_ID	RATE_TABLE_ID	MEMO	CORPORATION_INVOICE_ID	PO_NUMBER	AMOUNT	VS
 	06/05/2025	Frankie's Cream Don	Frank's Ice Cream	Main			923			

Invalid Data

- There is a field that either is missing data or had the wrong format
 - If Amount is highlighted in red then either the dollar amount is missing or it included \$ or a comma. Please enter dollar amount of invoice directly into highlighted cell.
 - If Employee or Weekend is highlighted in red and blank it means those fields are required to have data due to debtor being VMS.

Error List

- Facility location not found or
- You have entered an Invalid Field Value xxxx for the following field custobdy_bpc_location

Review Import Data  ERROR View Import Batches										
Count: 1 Amount: \$2,500										
RESULT	DATE	LOCATION_ID	DEBTOR_NAME	DIVISION_ID	RATE_TABLE_ID	MEMO	CORPORATION_INVOICE_ID	PO_NUMBER	AMOUNT	VS
Facility location not found	5/1/2025	CarpetCleaner	-	Main	-	-	462445			

or

Review Import Data  ERROR View Import Batches										
Count: 5 Amount: \$4,260.69										
RESULT	DATE	LOCATION_ID	DEBTOR_NAME	DIVISION_ID	RATE_TABLE_ID	MEMO	CORPORATION_INVOICE_ID	PO_NUMBER	AMOUNT	VS
You have entered an Invalid Field Value 7733 for the following field: custobdy_bpc_location	4/28/2025	2201Randstad	Randstad North America, Inc.	Active Staffing Services	-	-	ABALabel042025	-	973.4	Y
You have entered an Invalid Field Value 7733 for the following field: custobdy_bpc_location	4/28/2025	2201Randstad	Randstad North America, Inc.	Active Staffing Services	-	-	BarnaH042025	-	618.61	Y
You have entered an Invalid Field Value 7733 for the following field: custobdy_bpc_location	4/28/2025	2201Randstad	Randstad North America, Inc.	Active Staffing Services	-	-	CammerH042025	-	195.68	Y
You have entered an Invalid Field Value 7733 for the following field: custobdy_bpc_location	4/28/2025	2201Randstad	Randstad North America, Inc.	Active Staffing Services	-	-	CandearaH042025	-	810	Y
You have entered an Invalid Field Value 7733 for the following field: custobdy_bpc_location	4/28/2025	2201Randstad	Randstad North America, Inc.	Active Staffing Services	-	-	CastroH042025	-	850.0	Y
You have entered an Invalid Field Value 7733 for the following field: custobdy_bpc_location	4/28/2025	2201Randstad	Randstad North America, Inc.	Active Staffing Services	-	-	DiazGonzalezH042025	-	799.2	N

- Check the Location_ID found on the Customer Screen of the portals

Quick Step

➤ Client Invoice Id already exists in the account

- Double check invoice number – this invoice number has already been submitted for funding

Review Import Data ERROR View Import Batches							
Count: 1 Amount: \$2,500							
RESULT	DATE	LOCATION_ID	DEBTOR_NAME	DIVISION_ID	RATE_TABLE_ID	MEMO	
Client Invoice Id already exists in the account. portalExceptionId: 8609	6/1/2025	CarpetCleaner Demo	Carpet Cleaner USA	Company for Demo Purpose: FQ : Main	-	-	

➤ Division (Branch) is not found

- Ensure you are using the division name found on the Division screen of the portals.

Review Import Data ERROR View Import Batches							
Count: 1 Amount: \$2,500							
RESULT	DATE	LOCATION_ID	DEBTOR_NAME	DIVISION_ID	RATE_TABLE_ID	MEMO	CORPORATION_INVOICE_ID
Division (Branch) is not found	6/1/2025	CarpetCleaner Demo	Carpet Cleaner USA	IntHouse	-	-	900013

➤ Customer Exists but it is not approved/rejected

Review Import Data ERROR View Import Batches							
Count: 5 Amount: \$32,798.81							
RESULT	DATE	LOCATION_ID	DEBTOR_NAME	DIVISION_ID	RATE_TABLE_ID	MEMO	CORPORATION_INVOICE_ID
Customer exists but it is not approved/rejected. portalExceptionId: 13335	6/5/2025	Francisco Cream Demo	Frank's Ice Cream	Main	-	-	888

- Create Support Case listing customer name for team to check on customer status

➤ Contract is inactive as of the transaction date

- Create Support Case so team can check on contract status to see about renewal

Review Import Data ERROR View Import Batches							
Count: 1 Amount: \$10,000							
RESULT	DATE	LOCATION_ID	DEBTOR_NAME	DIVISION_ID	RATE_TABLE_ID	MEMO	CORPORATION_INVOICE_ID
Contract is inactive as of the transaction date. portalExceptionId: 9514	18-May	1111CFDP	ABM Industries Incorporated	002	-	-	9999

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Quick Step