

→ **esa-p QUICK GUIDE**

**How to SOLVE the most common problems**

**With INV and MAC**



## esa-p Quick Guide

### How to SOLVE the most common problems with INV and MAC

#### CHANGE LOG

REASON FOR CHANGE	VERSION	DATE	PARAGRAPH(S)
Update of the esa-p user documentation for supplier	1.0	30/09/2015	All

## INTRODUCTION

This is a Quick Guide how to solve most common problems during creation of Invoices and Confirmations.

A large amount of invoices are entered but cannot be processed by ESA because of the "To be corrected manually" status or for many other reasons.

The main purpose of this document is:

- To provide the recommended actions to support the ESA payment process.
- To give definition of the meaning of the status "To be corrected manually" in invoices
- To give procedures to be followed in each situation.

## RECOMMENDED ACTIONS TO SUPPORT THE ESA PAYMENT PROCESS

A large volume of invoices have been entered but cannot yet be processed by ESA for one of the following reasons. We kindly ask you to verify if any of these 5 cases apply to the invoices you have entered in esa-p and if so, to take the recommended action in order to support the ESA payment process.

### Invoice ‘Saved’ but not ‘posted’

A recurrent misunderstanding is that saving the invoice means that the invoice is submitted for approval and can be processed for payment. The “save” functionality is a feature provided to enable to interrupt your work on an invoice and recall it later in order to complete the activity.

If an invoice is “saved”, but not “posted”, the invoice is not visible to ESA or any upper tiers for approval and hence cannot be processed. Once saved in its final version, the “post” functionality needs to be used to actually submit the invoice to ESA or upper tiers in order to enable the approval process.

#### Recommended supplier action:

Save your final version and double check if all required fields are completed. After this final check, click the “Post” button to submit your invoice to ESA/upper tiers.

### Sub-contractor invoice within consortium – Submitted Invoice but no Goods Receipt Notice (GRN) entered

According to the new financial regulations of ESA, payment of an invoice cannot take place unless a corresponding Goods Receipt Notice (GRN, also called “Confirmation”) has been posted and approved. It is a best practice to enter the Confirmation before the invoice submission.

An Invoice, like the Confirmation, shall be submitted against a contractual milestone. It is recommended to create one Confirmation for each Invoice submitted.

#### Recommended supplier action:

Go to your submitted electronic invoice in esa-p and identify the contractual milestones for which you have issued the invoice.

Check the Approval Info tab of the Invoice or through the Active Query the Confirmations you have created for the same milestone: if a corresponding Confirmation has not been issued, create it.

When creating the Confirmation:

- Ensure that the confirmed amount/quantity on the GRN is equal to the invoice amount;
- Verify that the Confirmation has been submitted for approval (will be submitted after clicking the “Confirm” button);  
Please note: if you click only on “Save” the Confirmation will not be submitted for approval
- After the submission of a Confirmation, its status can be tracked, as described in the following paragraph;

For further information, please review the detailed steps in “Quick Guide: How to submit a MAC or Invoice or APR in 6 steps”.

## **Sub-contractor invoice within consortium – Confirmation Posted but not approved by Prime or ESA (Monitoring Confirmation)**

It is a best practice to constantly monitor and check the status of the Invoices and corresponding Confirmation because a missing approval on one of the two documents prevents the correct payment of the Invoice.

Recommended supplier action:

Check the status of the Confirmation in order to ensure that the invoice can be processed and approved by ESA:

- If the Confirmation status is “awaiting approval” you can check from the Approval Info screen the exact status (awaiting approval industrial consortium hierarchy or ESA) within the approval process and eventually who is the current approver of the document.
- If the Confirmation status is “Posted in back-end”, it means that Confirmation is approved by ESA; no further action needs to be taken on the Confirmation.

## **Monitor the Invoices to be corrected manually**

If the “Post” button is pressed on an Invoice still containing blocking errors (the ones marked in red in the message board), the status of the Invoice will become “To be corrected manually”.

In this case your invoice is not submitted for approval and the following warning message is displayed on the invoice message board: “Invoice created but not forwarded to Accounting”.

The invoice will remain in this status unless the Invoice is corrected removing all the errors. In the next section will be listed a set of possible causes and their solutions.

Recommended supplier action:

It is a best practice to perform a “Check” on the invoice before posting it. The check will show in the message board the blocking errors (marked in red).

In case of errors please solve them before posting the Invoice.

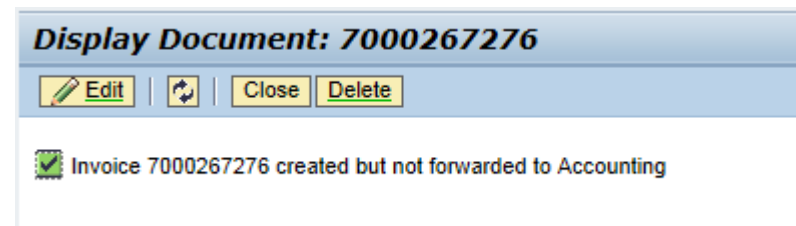
If the Invoice is in status “To be corrected manually” please check the section “Invoices To be corrected manually”.

## INVOICE TO BE CORRECTED MANUALLY

### Overview

If the “Post” button is pressed on an Invoice still containing blocking errors (the ones marked in red in the message board), the status of the Invoice will become “To be corrected manually”.

In this case your invoice is not submitted for approval and the following warning message is displayed on the invoice message board: “Invoice created but not forwarded to Accounting”.



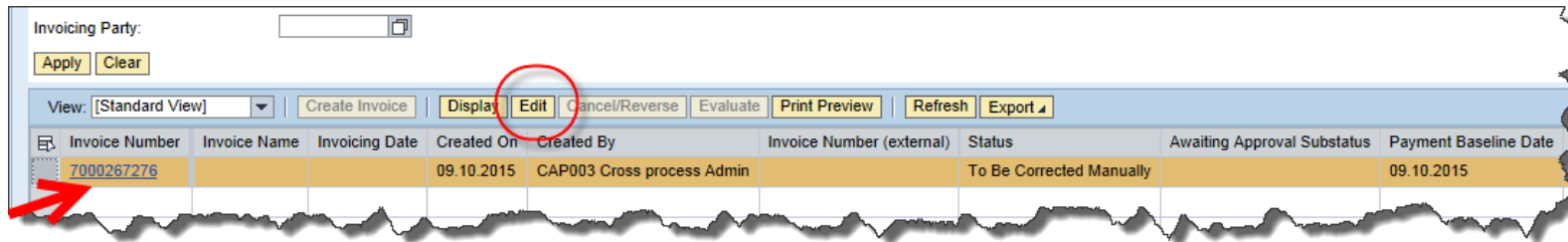
A set of possible reasons why invoices are in status "To be corrected manually" are the following:

1. Missing mandatory Data.
2. Invalid items are selected via the Include check box (e.g. items not to be invoiced).
3. In the Header of the invoice Requester and Good Recipient fields are invalid.
4. Accounting Information is duplicated.
5. Incorrect data entry Procedure.
6. Incorrect tax amount value.

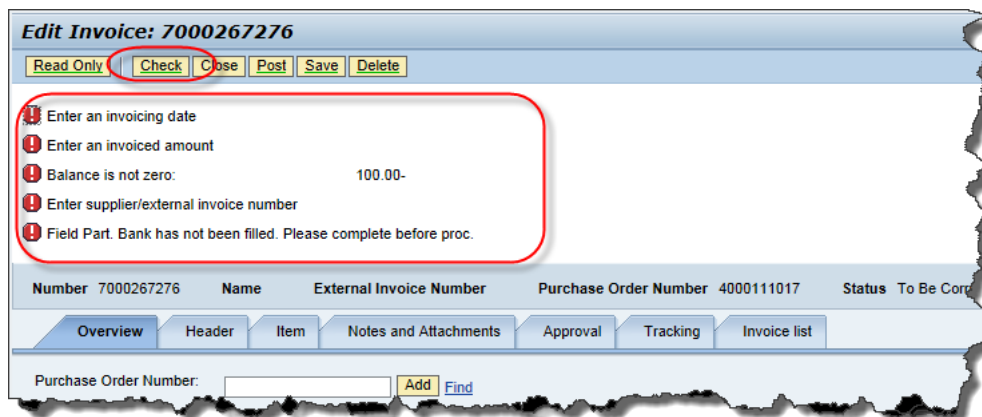
## Procedures

In order to correct an Invoice in status “To be corrected manually” please proceed as follows:

- Search and Select the invoice and Press the Edit button.



- In the Edit Invoice screen press “Check”. The list of the errors for the invoice are displayed in the top



- Analyze the different error messages.
- Correct the invoice.

Below you will find, for each reason listed in the overview, the list of errors displayed after checking the invoice and the specific steps to fix them.

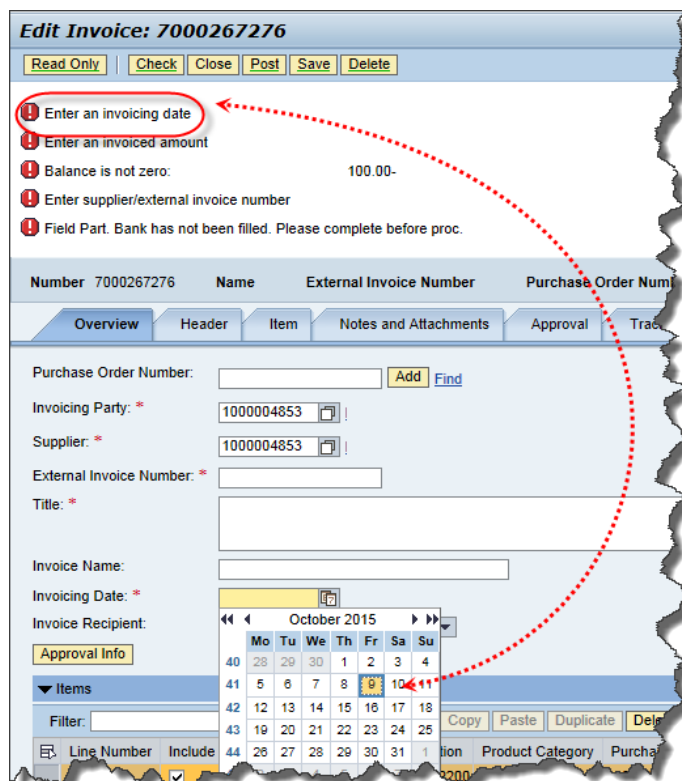
## Missing Mandatory Data

After editing the invoice and pressing “Check” button, one or more of the following errors messages are displayed:

- Enter an invoicing date.
- Enter supplier/external invoice number.
- Enter an invoiced amount.
- Balance is not zero.
- Field Part. Bank has not been filled. Please complete before proc.
- Field title has not been filled. Please complete before proc.

In this situation the only thing needed is to enter in the invoice the missing mandatory data the system is requesting. Once they are filled the invoice can be posted.

### Enter an invoice date:



**Edit Invoice: 7000267276**

Read Only | Check | Close | Post | Save | Delete

- Enter an invoicing date
- Enter an invoiced amount
- Balance is not zero: 100.00-
- Enter supplier/external invoice number
- Field Part. Bank has not been filled. Please complete before proc.

Number 7000267276 Name External Invoice Number Purchase Order Num

Overview Header Item Notes and Attachments Approval Trac

Purchase Order Number:  Add Find

Invoicing Party: \* 1000004853

Supplier: \* 1000004853

External Invoice Number: \*

Title: \*

Invoice Name:

Invoicing Date: \*

Invoice Recipient:

Approval Info

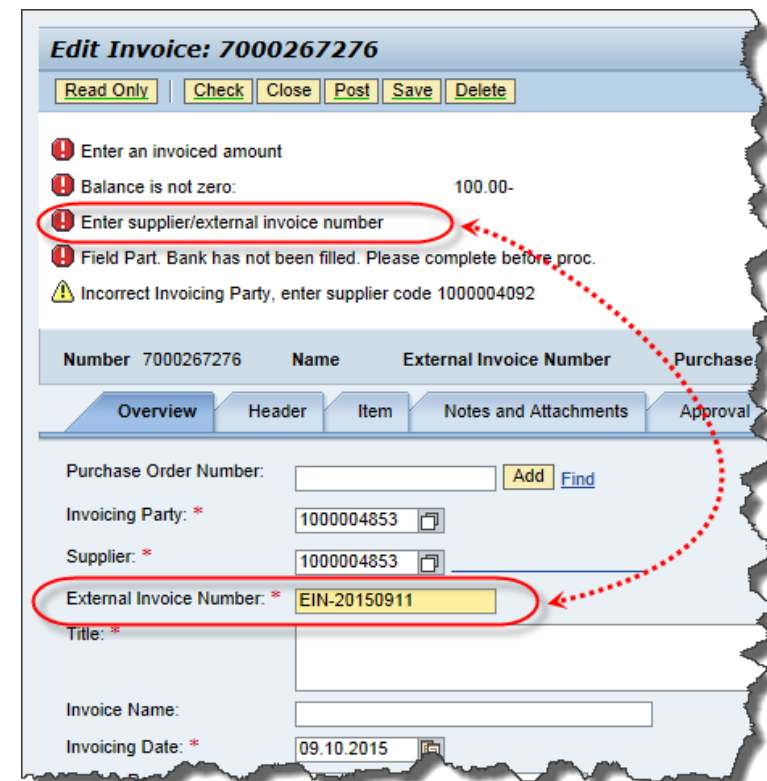
Items

Line Number	Include	44	26	27	28	29	30	31	1	2	3	4
40		28	29	30	1	2	3	4				
41		5	6	7	8	9	10	11				
42		12	13	14	15	16	17	18				
43		19	20	21	22	23	24	25				
44		26	27	28	29	30	31	1				

Filter:  Copy Paste Duplicate Del

Line Number Include 44 26 27 28 29 30 31 1 2 3 4

### Enter supplier/external invoice number:



**Edit Invoice: 7000267276**

Read Only | Check | Close | Post | Save | Delete

- Enter an invoiced amount
- Balance is not zero: 100.00-
- Enter supplier/external invoice number
- Field Part. Bank has not been filled. Please complete before proc.
- Incorrect Invoicing Party, enter supplier code 1000004092

Number 7000267276 Name External Invoice Number Purchase

Overview Header Item Notes and Attachments Approval

Purchase Order Number:  Add Find

Invoicing Party: \* 1000004853

Supplier: \* 1000004853

External Invoice Number: \* EIN-20150911

Title: \*

Invoice Name:

Invoicing Date: \* 09.10.2015

Enter an invoiced amount. Balance is not zero: push the Calculate Total Value to have the invoiced balanced:

**Edit Invoice: 7000267276**

Read Only | Check | Close | Post | Save | Delete

Enter an invoiced amount  
 Balance is not zero: 100.00-  
 Field Part. Bank has not been filled. Please complete before proc.  
 Incorrect Invoicing Party, enter supplier code 1000004092  
 There are existing Advance Payment Requests on item

Number 7000267276    Name    External Invoice Number EIN-20150911    Purchase Order Number 4000111017    Status To Be Corrected Manually    Total Value 0.00 EUR    Supplier    Invoicing Party

Overview | Header | Item | Notes and Attachments | Approval | Tracking | Invoice list

Purchase Order Number:  Add Find  
 Invoicing Party: \*   
 Supplier: \*

Total Value (Gross)/Currency: \*  EUR  **Calculate Total Value**  
 Balance:   
 Total Tax:  **Calculate Total Taxes** [View Tax Details](#)  
 Accidental Costs:

Field Part. Bank has not been filled. Please complete before proc.

**Edit Invoice: 7000267276**

Read Only | Check | Close | Post | Save | Delete

Field Part. Bank has not been filled. Please complete before proc.  
 Incorrect Invoicing Party, enter supplier code 1000004092  
 There are existing Advance Payment Requests on item  
 Invoice amount shall include Advance Payment amount

Number 7000267276    Name    External Invoice Number EIN-20150911    Purchase Order Number 4000111017    Status To Be Corrected Manually    Total Value 100.00 EUR    Supplier MARS SPACE LIMITED    Invo

Overview | Header | Item | Notes and Attachments | Approval | Tracking | Invoice list

Purchase Order Number:   
 Invoicing Party: \*   
 Supplier: \*   
 External Invoice Number: \* EIN-20150911  
 Title: \*   
 Invoice Name:

Select a line: Part. Bank

Part. Bank	Bank key	Bank Account	Reference	IBAN
EUA			SPACE	

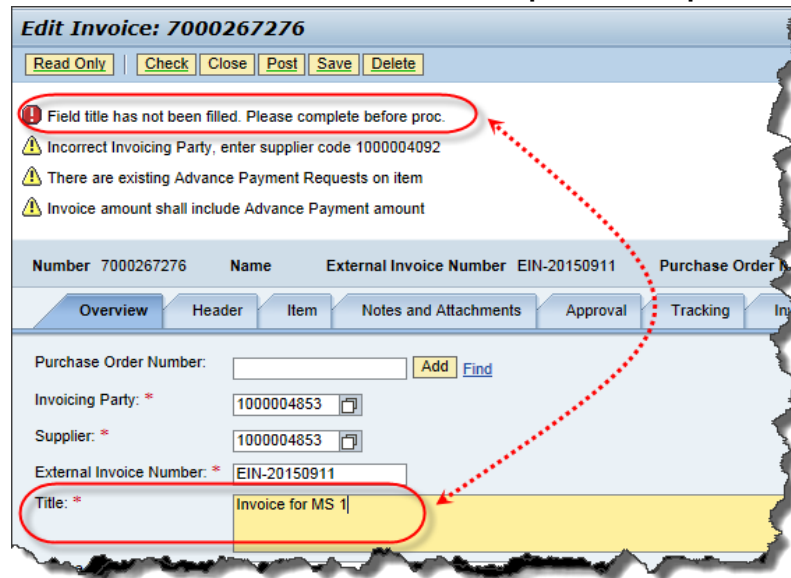
OK Cancel

100.00 EUR  **Calculate Total Value**  
 0.00  
 0.00 **Calculate Total Taxes** [View Tax](#)  
 0.00  
 30 days for external vendors



To requests an update of your company VAT-ID/bank information: please use the fax form available in the esa-p help page.

**Field title has not been filled. Please complete before proc.:**



**Edit Invoice: 7000267276**

Read Only Check Close Post Save Delete

Field title has not been filled. Please complete before proc.

Incorrect Invoicing Party, enter supplier code 1000004092

There are existing Advance Payment Requests on item

Invoice amount shall include Advance Payment amount

Number 7000267276 Name External Invoice Number EIN-20150911 Purchase Order Number

Overview Header Item Notes and Attachments Approval Tracking Invoicing

Purchase Order Number: Add Find

Invoicing Party: \* 1000004853

Supplier: \* 1000004853

External Invoice Number: \* EIN-20150911

Title: \* Invoice for MS 1

**Invalid items are selected via the Include check box**

After editing the invoice and checking the following errors messages appears in the message board:

- Line x: enter an invoice quantity
- Line x: enter an amount

**Edit Invoice: 7000267277**

Read Only | Check | Close | Post | Save | Delete

❗ Line 2: Enter an invoice quantity  
 ❗ Line 2: Enter an amount  
 ❗ Line 3: Enter an amount  
 ❗ Line 3: Enter an invoice quantity

---

Filter: [ ] Details Add Item Copy Paste Duplicate Delete Include All Exclude All

Line Number	Include	Type	Product ID	Description	Product Category	Purchase Order	Item	Quantity	Unit	Price/Unit	Currency	Price Unit	Net Value	Tax
1	<input checked="" type="checkbox"/>	Invoice		MS 1 WP200	Z037	4000111017	0000000006	21.473.000	EA	1.00	EUR	1	21.473.00	U7:Tax exemption 0.0 %
2	<input checked="" type="checkbox"/>	Invoice		MS 1 WP200	Z037	4000111017	0000000009	0.000	EA	1.00	EUR	1	0.00	U7:Tax exemption 0.0 %
3	<input checked="" type="checkbox"/>	Invoice		MS 1 WP200	Z037	4000111017	0000000012	0.000	EA	1.00	EUR	1	0.00	U7:Tax exemption 0.0 %
4	<input checked="" type="checkbox"/>	Invoice		MS 2 WP300 / WP 400	Z037	4000111017	0000000014	0.000	EA	1.00	EUR	1	0.00	U7:Tax exemption 0.0 %

We remind you that an invoice can be issued against one and only one milestone of a Contract. These errors can be solved selecting only the milestone to be invoiced. Following steps can be applied:

- Press "Exclude All" button

▼ Items

Filter: [ ] Details Add Item Copy Paste Duplicate Delete Include All Exclude All

Line Number	Include	Type	Product ID	Description	Product Category	Purchase Order	Item	Quantity	Unit	Price/Unit	Currency	Price Unit	Net Value	Tax
1	<input checked="" type="checkbox"/>	Invoice		MS 1 WP200	Z037	4000111017	0000000006	21.473.000	EA	1.00	EUR	1	21.473.00	U7:Tax exemption 0.0 %
2	<input checked="" type="checkbox"/>	Invoice		MS 1 WP200	Z037	4000111017	0000000009	0.000	EA	1.00	EUR	1	0.00	U7:Tax exemption 0.0 %
3	<input checked="" type="checkbox"/>	Invoice		MS 1 WP200	Z037	4000111017	0000000012	0.000	EA	1.00	EUR	1	0.00	U7:Tax exemption 0.0 %
4	<input checked="" type="checkbox"/>	Invoice		MS 2 WP300 / WP 400	Z037	4000111017	0000000014	0.000	EA	1.00	EUR	1	0.00	U7:Tax exemption 0.0 %
5	<input checked="" type="checkbox"/>	Invoice		MS 3 TRR	Z037	4000111017	0000000015	0.000	EA	1.00	EUR	1	0.00	U7:Tax exemption 0.0 %
6	<input checked="" type="checkbox"/>	Invoice		MS 4 Final	Z037	4000111017	0000000016	0.000	EA	1.00	EUR	1	0.00	U7:Tax exemption 0.0 %
7	<input checked="" type="checkbox"/>	Invoice		MS 4 Final	Z037	4000111017	0000000017	0.000	EA	1.00	EUR	1	0.00	U7:Tax exemption 0.0 %
8	<input checked="" type="checkbox"/>	Invoice		MS 2 WP300 / WP 400	Z037	4000111017	0000000018	0.000	EA	1.00	EUR	1	0.00	U7:Tax exemption 0.0 %

- Select the relevant milestone for the invoice.

**Edit Invoice: 7000267277**

Read Only | Check | Close | Post | Save | Delete

✅ Invoice contains no errors. You can now post

Number 7000267277 Name External Invoice Number INV21092015 Purchase Order Number 4000111017

Overview | Header | Item | Notes and Attachments | Approval | Tracking | Invoice list

Purchase Order Number: [ ] Add Find

Invoicing Party: \* 1000004853 [ ]

Supplier: \* 1000004853 [ ]

External Invoice Number: \* INV21092015 [ ]

Title: \* INVOICE MS 1 [ ]

Invoice Name: [ ]

Invoicing Date: \* 09.10.2015 [ ]

Invoice Recipient: ESA - European Space Agency [ ]

▼ Items

Filter: All Items ( 12 ) Details Add Item Copy Paste Duplicate Delete Include All Exclude All

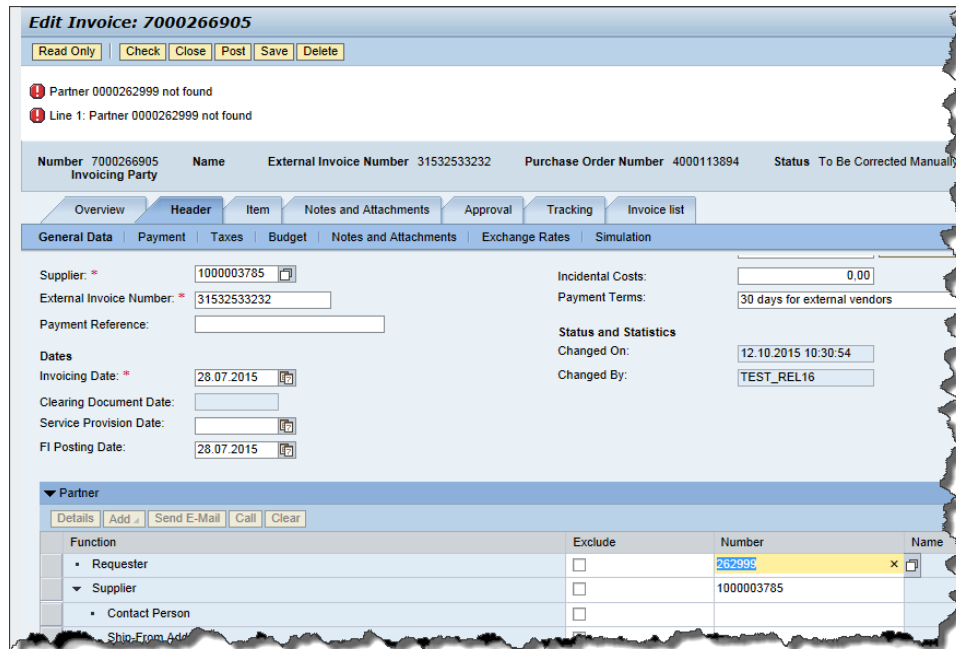
Line Number	Include	Type	Product ID	Description	Product Category	Purchase Order	Item	Quantity	Unit	Price/Unit	Currency	Price Unit	Net Value	Tax
1	<input checked="" type="checkbox"/>	Invoice		MS 1 WP200	Z037	4000111017	0000000006	21.473.000	EA	1.00	EUR	1	21.473.00	U7:Tax exemption 0.0 %
2	<input type="checkbox"/>	Invoice		MS 1 WP200	Z037	4000111017	0000000009	0.000	EA	1.00	EUR	1	0.00	U7:Tax exemption 0.0 %
3	<input type="checkbox"/>	Invoice		MS 1 WP200	Z037	4000111017	0000000012	0.000	EA	1.00	EUR	1	0.00	U7:Tax exemption 0.0 %

## Errors in the header data of the invoice

NOTE: The resolution of this issue can be executed only through the Idhelp.

After editing and checking the invoice the following error messages are displayed:

- Partner X not found
- Line 1: Partner X not found



**Edit Invoice: 7000266905**

Buttons: Read Only, Check, Close, Post, Save, Delete

Errors:

- ❗ Partner 0000262999 not found
- ❗ Line 1: Partner 0000262999 not found

Number: 7000266905    Name: Invoicing Party    External Invoice Number: 31532533232    Purchase Order Number: 4000113894    Status: To Be Corrected Manually

Navigation: Overview, Header, Item, Notes and Attachments, Approval, Tracking, Invoice list

General Data: Payment, Taxes, Budget, Notes and Attachments, Exchange Rates, Simulation

Supplier: \* 1000003785    Incidental Costs: 0.00

External Invoice Number: \* 31532533232    Payment Terms: 30 days for external vendors

Payment Reference: [ ]

Status and Statistics

Changed On: 12.10.2015 10:30:54

Changed By: TEST\_REL16

Dates

Invoicing Date: \* 28.07.2015 [ ]

Clearing Document Date: [ ]

Service Provision Date: [ ]

FI Posting Date: 28.07.2015 [ ]

▼ Partner

Buttons: Details, Add, Send E-Mail, Call, Clear

Function	Exclude	Number	Name
Requester	<input type="checkbox"/>	262999	X
Supplier	<input type="checkbox"/>	1000003785	
Contact Person	<input type="checkbox"/>		

Ship From Address: [ ]

In this case the external users are not allowed to modify the invoice to solve the errors.

The procedure to follow is:

- Open a ticket to the idhelp.esa.int providing at least the invoice number and a screenshot of the received errors
- The Idhelp will take the necessary steps to solve the errors and inform the user when done.

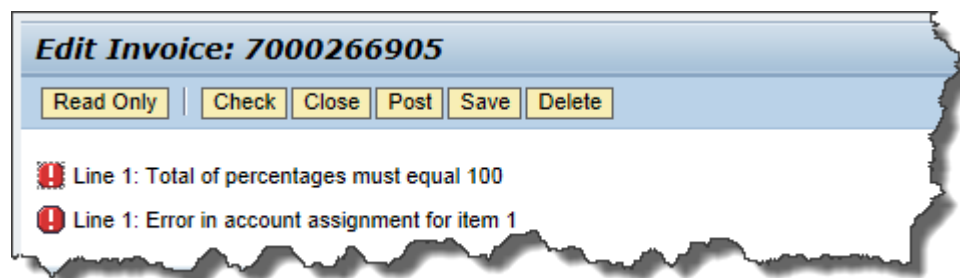
Note: the actions needed to correct the invoice might take some days

## Errors in accounting information

The resolution of this issue can be executed only through the Idhelp.

After editing and checking the invoice following error messages are displayed:

- Line 1: Total of percentages must equal 100
- Line 1: Error in account assignment for item 1



These error messages are due to the fact that there are internal errors in the Invoice accounting data.

In this case the external users are not allowed to modify the invoice to solve the errors.

The procedure to follow is:

- Open a ticket to the idhelp.esa.int providing at least the invoice number and a screenshot of the received errors
- The Idhelp will take the necessary steps to solve the errors and inform the user when done.

Note: the actions needed to correct the invoice might take some days

## Incorrect data entry procedure

After editing and checking the invoice following error messages are displayed:

- Supplier not intended for purchasing organization
- No logic al system for FI is maintained; inform system admin.
- Line 1: Error in parameter transfer

These errors are due to the fact that the way of creating the invoice is incorrect. The user has not entered the PO/Contract via "Purchase Order Number" field, but entering the value directly in the milestone list.

The procedure is to Delete this corrupted invoice and create a new one following the correct procedure to select the contract number.

Please refer to the available guides on “How to Submit a MAC or Invoice or APR”.

## **Incorrect TAX AMOUNT entry**

After editing and checking the invoice following error message is displayed.

- The entered tax amount is incorrect; correct amount is XXX

The invoices affected by this issue are taxable partial invoices where the total net amount of the invoice does not match the total amount calculated by the system through the field ‘quantity’.

This usually happens when the steps to enter the tax amount (and exceptionally the incidental costs) are not executed in the correct.

The steps to be followed to correctly enter the tax are specified in the available guides on “How to Submit a MAC or Invoice or APR”.