

FAQ PROBLEM ERP

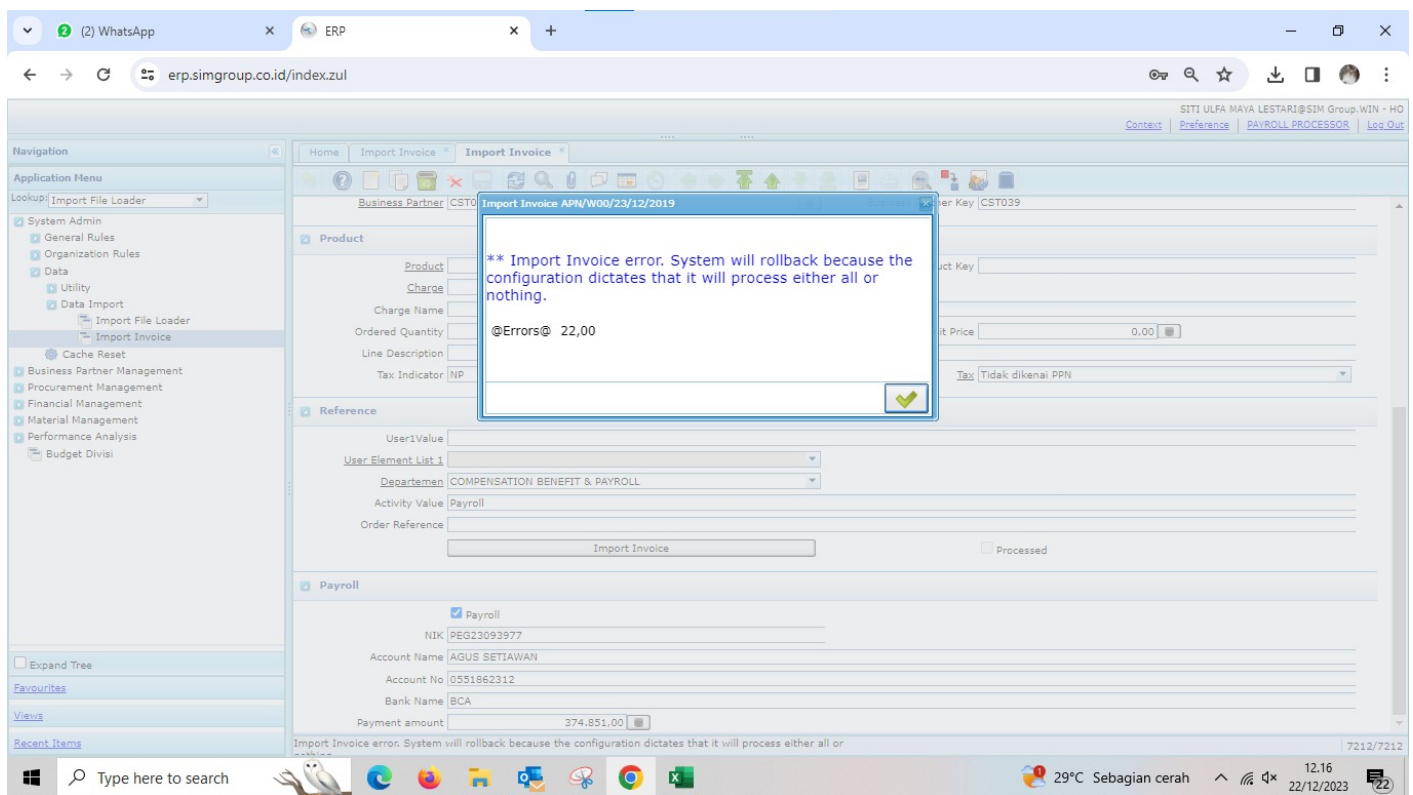
- Tidak bisa import invoice Keterangan Error
- Terjadi Error pada saat Complated Document
- Tidak bisa klik document action karna ada pengajuan

Tidak bisa import invoice

Keterangan Error

pada saat klik import terjadi error :

system will rollback because the configuration dictates that it will process either all or nothing



Jika anda mendapatkan Error seperti ini pada saat import , anda dapat melihat Error detail nya dengan beberapa langkah berikut :

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Home Import Invoice

Company Group	Organization	Org Key	Document Type Name	Document Type	Document No	Sales Transaction	Description
SIM Group	WIN - HO	W00	AP Payroll Non Organik	AP Payroll Non Organik	APN/W00/23/12/2040	<input type="checkbox"/>	
SIM Group	WIN - HO	W00	AP Payroll Non Organik	AP Payroll Non Organik	APN/W00/23/12/2040	<input type="checkbox"/>	
SIM Group	WIN - HO	W00	AP Payroll Non Organik	AP Payroll Non Organik	APN/W00/23/12/2040	<input type="checkbox"/>	
SIM Group	WIN - HO	W00	AP Payroll Non Organik	AP Payroll Non Organik	APN/W00/23/12/2040	<input type="checkbox"/>	
SIM Group	WIN - HO	W00	AP Payroll Non Organik	AP Payroll Non Organik	APN/W00/23/12/2040	<input type="checkbox"/>	
SIM Group	WIN - HO	W00	AP Payroll Non Organik	AP Payroll Non Organik	APN/W00/23/12/2040	<input type="checkbox"/>	
SIM Group	WIN - HO	W00	AP Payroll Non Organik	AP Payroll Non Organik	APN/W00/23/12/2040	<input type="checkbox"/>	
SIM Group	WIN - HO	W00	AP Payroll Non Organik	AP Payroll Non Organik	APN/W00/23/12/2040	<input type="checkbox"/>	
SIM Group	WIN - HO	W00	AP Payroll Non Organik	AP Payroll Non Organik	APN/W00/23/12/2040	<input type="checkbox"/>	
SIM Group	WIN - HO	W00	AP Payroll Non Organik	AP Payroll Non Organik	APN/W00/23/12/2040	<input type="checkbox"/>	
SIM Group	WIN - HO	W00	AP Payroll Non Organik	AP Payroll Non Organik	APN/W00/23/12/2040	<input type="checkbox"/>	
SIM Group	WIN - HO	W00	AP Payroll Non Organik	AP Payroll Non Organik	APN/W00/23/12/2040	<input type="checkbox"/>	
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SIM Group	WIN - HO	W00	AP Payroll Non Organik	AP Payroll Non Organik	APN/W00/23/12/2040	<input type="checkbox"/>	
SIM Group	WIN - HO	W00	AP Payroll Non Organik	AP Payroll Non Organik	APN/W00/23/12/2040	<input type="checkbox"/>	
SIM Group	WIN - HO	W00	AP Payroll Non Organik	AP Payroll Non Organik	APN/W00/23/12/2040	<input type="checkbox"/>	

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Home Import Invoice

Invoice Line	Import Error Message	Company Group	Organization	Org Key	Document Type Name	Document Type
	org.postgresql.util.PSQLException: ERROR: duplicate key v...	SIM Group	WIN - HO	W00	AP Payroll Non Organik	AP Payroll Non Org
		SIM Group	WIN - HO	W00	AP Payroll Non Organik	AP Payroll Non Org
		SIM Group	WIN - HO	W00	AP Payroll Non Organik	AP Payroll Non Org
		SIM Group	WIN - HO	W00	AP Payroll Non Organik	AP Payroll Non Org
		SIM Group	WIN - HO	W00	AP Payroll Non Organik	AP Payroll Non Org
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		SIM Group	WIN - HO	W00	AP Payroll Non Organik	AP Payroll Non Org
		SIM Group	WIN - HO	W00	AP Payroll Non Organik	AP Payroll Non Org
		SIM Group	WIN - HO	W00	AP Payroll Non Organik	AP Payroll Non Org

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Terjadi Error pada saat Complated Document

1. ERROR ** Generate Document Time Out

Pada saat akan melakukan Complated document tedapat pop up Error seperti berikut : **
Generate Document Time Out

jika anda mendapati pop up seperti itu coba pastikan kembali koneksi jaringan di device anda stabil , jika internet di rasa aman anda bisa mencoba kembali complated ulang jika masih belum bisa lakukan beberapa kali atau relogin terlebih dahulu

2. ERROR active workflow for this record axists(complated first) : not started:(start)

pada saat document action complated dan melakukan request approval , pengajuan tidak masuk ke PIC approval dan tidak bisa di complated dengan keterangan seperti berikut : active workflow for this record axists(complated first) : not started:(start)

3. Periode Closed Date=2022-04-28-00:00 : Document Type = AP Debit Memo

apabila anda mendapati error : Periode Closed Date=2022-04-28-00:00 : Document Type = AP Debit Memo , calender finance pada periode tgl tersebut atas type dokumen nya AP Debit Memo belum di buka period nya, sehingga harus minta di buka dahulu ke tim finance.

Tidak bisa klik document action karna ada pengajuan

1. tidak bisa klik document action void keterangan :

active Workflow for this record exist(complate first): Suspended Approve Opex 1 regional

Karena Workflow untuk transaksi tersebut belum di Approved ole Workflow responible Opex 1 Regional, solisinya di rebort pengajuanya atau Minta Workflow responible **Opex 1 regional** untuk segera melakukan Approval.