Handle Common Errors in Creating Contract Shells

These are common supplier contract errors provided by the SWIFT Help Desk and state agencies. Many of them are related to purchase orders created from pulling contract information.

**Error Message 1: The purchase order amount exceeds the maximum amount on the contract.**

This error occurs when a buyer is creating a purchase order referencing a supplier contract. The Maximum Line Amount on the contract is less than the amounts on purchase order. Check the Contract ID at the line and header levels to see the maximum amount.

- **Supplier Contract:** Maximum Release Amount on the header showing the amount of $25,000.00.

- **Purchase Order:** The Price on at least one of the lines is $26,000.00.

**Solution(s):** You can lower the amount on the purchase order line. Or the contract administrator can see if you can increase the amount on the contract line on the current contract.
Error Message 2: The PO Date is greater than contract Expire Date.

This error occurs when a buyer is creating a purchase order referencing a supplier contract. The purchase order date (PO Date) is outside of the Expire Date of the supplier contract.

- Supplier Contract: Expire Date is 06/30/2021.
- Purchase Order: The PO Date is 09/01/2015.

Solution: Contact the contract administrator to extend the contract Expire Date to make sure that the purchase order's PO Date is within the contract date range.

Error Message 3: The Maximum Amount on the contract is less than total line amount released.

This error occurs when the Maximum Amount on the contract header does not match the total of the Maximum Amounts on its lines.

- Contract Header: Maximum Amount is $86,750.00.
- **Contract Lines**: *Maximum Amount* on all the lines totals $85,750.00.

![Table of contract lines](image)

**Solution(s):** The *Maximum Amount* on the header needs to be equal to the total of all *Maximum Lines Amounts* on all the contract lines. Update the amounts on either the lines or the header.

**Error Message 4: The purchase order is not pulling in a contract.**

This error occurs when a buyer is creating a purchase order referencing a supplier contract. After searching for a contract to reference, no results appear in the *Contract Details* section.

![Search criteria and contract details](image)

There are four likely reasons for this error.

1. **Buyers who create purchase orders referencing contracts do not follow the established procedure.**
2. If the buyer uses the **Contract Search** button first using a valid *Contract ID*, SWIFT populates the purchase order fields correctly.
The contract may not appear on the purchase order if the buyer does either of the following.

- The buyer may fill out the header of the purchase order before using the **Contract Search** button.
- Also, the buyer may search for the contract using the **Contract ID** field and not the **Contract Search** button.

**Solution:** The buyer should follow always create a purchase order referencing a contract on the *Contract* tab on the line. The buyer should always also search for the contract using the **Contract Search** button.

2. **The contract is not in an “Approved” Status.**

**Solution(s):** Complete the contract and update the **Status** to “Approved”. Then, create the purchase order referencing this contract. Do not set a contract **Status** to “Approved” until it is fully executed.

3. **The purchase order (PO Date) is outside the dates of the contract (Expire Date).**

- **Contact Expire Date:** Check the **Expire Date**.

- **PO Date:** Check the **PO Date**.
Solution(s): Check the **Expire Date** of the contract. Adjust the **PO Date** on the purchase order make sure it is within the **Expire Date** of the contract. Or, contact the contract administrator to see if you can adjust the contract dates. Adjusting the dates is done if there is an approved amendment to extend the contract dates.

4. **The Price Location on the contract and the Supplier Location on the purchase order do not match.**

   a. **Supplier Contract:**

   To find the **Location Code**, select the **Line Detail** icon to access the **Line Detail** page. Scroll down to the **Pricing Information** section to check the **Price Location** on the contract.

   - **Line Detail** icon:

   ![Line Detail Icon](image)

   - **Pricing Information** section:

   ![Pricing Information Section](image)

   b. **Purchase Order:**

   To find the **Location Code**, go to the header of related purchase order. Select the **Supplier Details** link.

   - **Supplier Details** link:

   ![Supplier Details Link](image)

   - **Location** on the **Supplier Details** page: SWIFT displays the **Supplier Details** page. View the **Location** field.

   ![Supplier Details Page](image)

Solution(s): The locations must match. Check with the contract administrator to see why the location was chosen. Update the purchase order to match.