

**AZ360 FIN & APP Common Error Log & Resolution**

**Important Note: Chart of Account (COA) integration process between APP & AZ360 FIN is a batch process. This means any COA that is added and updated in AZ360 FIN will not be available in APP until the next day. Only active COAs in AZ360 FIN are sent to APP.**

AZ360 FIN Error Message	Error Text	Cause	Resolution
A216	%%% cannot be modified because Change Closed Allowed is not set on Document Controls where %%% is the actual COA element, e.g., Task, Sub Task, Sub Fund, ect.	COA elements on PO has been 1) modified in AZ360 FIN or 2) in APP via Change Order after payments have been made, and this is not allowed in AZ360 FIN	Using Task and Sub Task as an example, 1) locate the current FY Function Inference in AZ360 FIN and temporarily change the Task & Sub Task to what they are on the initial PO, 2) go back to APP and continue with the PO close
A1412	The %%% does not exist on the associated page/table in AZ360 FIN where %% is the actual COA element, e.g., Function, Unit, Sub Unit, Object, Department Object, Program, ect.	COA elements on PO has been 1) modified in AZ360 FIN or 2) in APP via Change Order after payments have been made, and this is not allowed in AZ360 FIN	Using Unit as an example, 1) locate the current FY Function Inference in AZ360 FIN and temporarily change the Unit to what it is on the initial PO, 2) go back to APP and continue with the PO close
A1714	The %%% does not exist on the associated page/table in AZ360 FIN where %%% is the actual COA element, e.g., Function, Unit, Sub Unit, Object, Department Object, Program, ect.	COA elements on PO has been 1) modified in AZ360 FIN or 2) in APP via Change Order after payments have been made, and this is not allowed in AZ360 FIN	Using Unit as an example, 1) locate the current FY Function Inference in AZ360 FIN and temporarily change the Unit to what it is on the initial PO, 2) go back to APP and continue with the PO close
A1586	Cannot change the Budget Fiscal Year on a Modification Document	Budget Fiscal Year cannot be modified on a PO	Change the Budget Fiscal Year back to what was on the original PO. If the wrong BFY was recorded on the PO, cancel the PO with the incorrect BFY and create a new PO with the correct BFY
A615	This transaction exceeds the unobligated funds for this budget	Agency available budget in AZ360 FIN has been exceeded	Check agency budget for available funds in AZ360 FIN and work with your agency's Accounting/Budget Lead to resolve the budget issue before continuing with the PO process in APP
AZ612	Transaction exceeds the uncommitted funds for this budget	Agency available budget in AZ360 FIN has been exceeded	Check agency budget for available funds in AZ360 FIN and work with your agency's Accounting/Budget Lead to resolve the budget issue before continuing with the PO process in APP
A2137	Unexpended Accrued must be greater than or equal to 0	Agency available budget allotment in AZ360 FIN has been exceeded	Check agency available allotment budget in AZ360 FIN and work with your agency's Accounting/Budget Lead to resolve the budget allotment issue before continuing with the PO process in APP
A843	No active address exists for this Vendor, Address ID, and this transaction type	Supplier address ID is inactive in AZ360 FIN due to returned warrants and returned 1099s	Locate the supplier in AZ360 FIN or APP to find why the address was inactivated. The reason will be listed in the comments or change management section. Contact the AZ360 FIN Operations Team at vendors@azdoa.gov to request the supplier to be temporarily reactivated in AZ360 FIN in order to close the PO in APP
A5965	Address Code is invalid	Supplier address ID is inactive in AZ360 FIN due to returned warrants and returned 1099s	Locate the supplier in AZ360 FIN or APP to find why the address was inactivated. The reason will be listed in the comments or change management section. Contact the AZ360 FIN Operations Team at vendors@azdoa.gov to request the supplier to be temporarily reactivated in AZ360 FIN in order to close the PO in APP
A2416	Vendor is required per options on Event Type/Document Control	Supplier and/or supplier address ID is inactive in AZ360 FIN due to legal name and TIN combination does not match IRS Legal Name & TIN validation, returned 1099s or other administrative actions	Locate the supplier in AZ360 or APP to find why the supplier and/or supplier address was inactivated. The reason will be listed in the comments or change management section. Contact AZ360 Ops at vendors@azdoa.gov to request the supplier to be temporarily reactivated in AZ360 FIN in order to close the PO in APP
A1691	Vendor active status for this Vendor is set as inactive on the Vendor/Customer table	Supplier has been inactive in AZ360 FIN due to legal name and TIN combination does not match IRS Legal Name & TIN validation, returned 1099s or other administrative actions	Locate the supplier in AZ360 or APP to find why the supplier was inactivated. The reason will be listed in the comments or change management section. Contact AZ360 Ops at vendors@azdoa.gov to request the supplier to be temporarily reactivated in AZ360 FIN in order to close the PO in APP

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A3674	TIN/TIN Type are in use by another Headquarters	Vendor/supplier attempted to update TIN to an existing TIN	If another IV profile exists, determine if both are needed. If there is no pending activity, advise the vendor/supplier to use the initial IV profile and do a change request to prevent spending on the duplicate profile. If a VC profile exists, advise vendor to re-register with the correct TIN
A1600	Cannot reference an Accounting line that has been closed	The accounting line being paid has been fully paid or liquidated	Check to see what liquidated the accounting lines. Another invoice may have been marked as Final Invoice and liquidated the accounting line
A5914	Disbursement Format should be IAT	Vendor/supplier is a foreign vendor. ACH information should not be entered	Verify vendor information is correct. Check the vendor address. Country should be US
A2419	Cannot change the Parent Code on a Modification Document	Change of the supplier profile is attempted	Do not change the supplier on a PO. If a PO was issued to the wrong supplier, cancel the PO and create a new one with the right supplier
A506	Reject Overage Tolerance Amount rule set at the Document Code level was violated	Payment request in APP can be \$50 more than the PO amount because the \$50 tolerance encumbrance limit setting in AZ360 FIN	Review the PO in both AZ360 FIN and APP to see if all accounting lines from APP are sent to AZ360 FIN correctly. Sometimes you will find a red X mark in the allocation column of the PO in APP and the lines will possibly be zero amount in AZ360 FIN
A2431	Country table entry requires a state	APP is not sending the full address information to AZ360 FIN or State was not entered in APP	Check the supplier profile in APP to see what the user has entered. Reject the PO for state to be entered/corrected on the supplier profile in APP
A3331	At least one line is required on the specified tab in order to process the document	APP is not sending any accounting lines to AZ360 FIN	Try to resubmit the document or work with the ADOA SPO Help Desk to request APP logs to determine what is being sent to AZ360 FIN