

Contract Core Task Automation List (TAL)

Core Current Open Items

The TAL table below displays workflow items that may require user attention.

NOTE: Items in the repair lists are suspended. They are not included in reporting, rebate calculations, or government pricing calculations.

To review the workflow items, select the GO button.

Core - Current Open Items

Execute	Workflow Items	TAL Automation Categories/Workflows	Total Issues	Total Lines	Total Amount
Go	Repair Direct Sales with invalid Customer, Product, GLCode.				
Go	Repair Indirect Sales History with invalid Vendor, Contract, Product, COT, Customer With Invalid COT.				
Go	Invalid or Missing Aliases				
Go	There are pending 845 lines to be sent to Wholesalers.		27	27	\$0.00
Go	There are pending 845 Membership lines to be sent to Wholesalers.		7	7	\$0.00

Clicking GO will open up TAL workflow options.

Numerical totals for each workflow item (issues/lines/amount) will be listed.

Repair Direct Sales with Invalid Customer, Product, GL Code

This process will allow the user to view and automatically repair Invalid Customer, Invalid Product, Invalid GL Code, Invalid Contract, Invalid Rebate, and Invalid Rebate Period errors.

When repairing, move through the errors tabs from left to right, beginning with resolving the Invalid Customer error.

Related Interfaces

- Direct Sales
- Rebate Payments

NOTE: If there are errors that the user does not want to correct, the interface can be reversed, or the line can be deleted by enabling the role: DELETE_SUSPENDED_DIRECT_SALES.

Contract Core Chargeback Payer Rebate Payer Utilization Payer Government Pricing Medicaid Payer Medicare Payer Gross To Net Forecasting Reporting/Analytics

Direct Sales Repair Categories. Click on each tab to view and repair items, working your way left to right.

Invalid Customer Invalid Product Invalid GL Code Invalid Contract Invalid Rebate Invalid Rebate Period **Submit**

Invalid Customer -> Invalid Product -> Invalid GL Code -> Invalid Contract -> Invalid Rebate -> Invalid Rebate Period

0 rows selected 1 to 41 of 41 < 1 > View All Page Size: 50 Export To Excel

Delete	Message	Invalid Customer Id	Customer Id	Rebate Id	Invoice Number	Invoice Date	GL Code	Sales Amount	Invoice Date
<input type="checkbox"/>		RM0605848	Enter Customer Name or Reference Id...		214532	5/10/2024	30100010	\$11,306.40	7/8/2024
<input type="checkbox"/>					214458	5/8/2024	30100010	\$10,713.60	7/8/2024
<input type="checkbox"/>					214557	5/13/2024	30100010	\$10,460.16	7/8/2024
<input type="checkbox"/>					214532	5/10/2024	30100010	\$9,950.40	7/8/2024
<input type="checkbox"/>									12/1/2025
<input type="checkbox"/>									11/17/2025
<input type="checkbox"/>									11/17/2025
<input type="checkbox"/>									7/8/2024

Enter details for the existing customer in the application, then select valid data from the drop-down. Once selected, click submit to add.

Invoice details, captured via direct sales file are displayed, including: Invoice Number, Invoice Date, GL Code & Total Sales Amount

Date file was loaded via interface.

If the DELETE_SUSPENDED_DIRECT_SALES role is assigned, erroneous direct sales can be deleted. Check the box next to the row, then click SUBMIT to delete.

Invalid Customer:

This process will allow a user to view and automatically repair Invalid Customer data. The Invalid Customer link lists the direct sales data uploaded with an Invalid Customer that does not exist in the system.

Invalid Customer Troubleshooting – Common Errors and Resolutions

Reason: Data for a new direct customer was uploaded, but the customer hasn't been added into the iContracts application yet.

Fix: Add the new customer via Contract Core -> Customer Maintenance -> Add.

Visit the Repair Direct Sales workflow again and the sales with this error should resolve.

Reason: An existing direct customer has a new ERP ID or a new additional identifier.

Fix: Find the existing customer via Contract Core -> Customer Maintenance -> Change. Add the new ID as an alias.

Visit the Repair Direct Sales workflow again and the sales with this error should resolve.

Reason: Mapping issue in the direct sales file itself.

Fix: Reverse the direct sales file by going to Contract Core -> Interfaces -> Interface History.

Correct the formatting and re-upload the file; or, if the Customer ID was the only mapping issue, within the Invalid Customer tab, the user can type the correct customer ID in the 'Customer Id' column, select the customer from the drop down, and click SUBMIT.

Direct Sales Repair Categories. Click on each tab to view and repair items, working your way left to right.

Invalid Customer Invalid Product Invalid GL Code Invalid Contract Invalid Rebate Invalid Rebate Period

0 rows selected 1 to 20 of 20 < 1 > View All Page Size: 50 Export To Excel

Extract To Excel Submit

Date file was loaded via interface.

Enter details for the existing product in the application, then select valid data from the drop-down. Once selected, click submit to add.

If the DELETE_SUSPENDED_DIRECT_SALES role is assigned, erroneous direct sales can be deleted. Check the box next to the row, then click SUBMIT to delete.

Invoice details, captured via direct sales file are displayed, including:
Invoice Number, Invoice Date, GL Code & Total Sales Amount

Delete	Message	Invalid Product Id	Product Id	Customer Id	Rebate Id	Invoice Number	Invoice Date	GL Code	Sales Amount	Batch Load Date
<input type="checkbox"/>			Enter Product Name or Reference Id.			214460	5/8/2024	30100010	\$12,006.00	7/8/2024
<input type="checkbox"/>						214581	5/13/2024	30100010	\$12,006.00	7/8/2024
<input type="checkbox"/>				1265 BG						5/24/2024
<input type="checkbox"/>				34WY17900						3/24/2026
<input type="checkbox"/>										11/14/2025

Invalid Product:

This process will allow a user to view and automatically repair Invalid Product data. The Invalid Product link lists the direct sales data uploaded with an Invalid Product.

Invalid Product Troubleshooting – Common Errors and Resolutions

Reason: Data for a new product was loaded that hasn't been added into the iContracts application yet.

Fix: Add the new product via Contract Core -> Product Maintenance -> Add.

Visit the Repair Direct Sales workflow again and the sales with this error should resolve.

Reason: An existing product has a new ERP ID or a new additional identifier.

Fix: Find the existing product via Contract Core -> Product Maintenance -> Change. Add the new ID as an alias.

Visit the Repair Direct Sales workflow again and the sales with this error should resolve.

Reason: Mapping issue in the direct sales file itself.

Fix: Reverse the direct sales file by going to Contract Core -> Interfaces -> Interface History.

Correct the formatting and re-upload the file; or, if the product ID was the only mapping issue, within the Invalid Product tab, the user can type the correct product ID in the 'Product Id' column, select the product from the drop down, and click SUBMIT.

Contract Core Chargeback Payer Rebate Payer Utilization Payer Government Pricing Medicaid Payer Medicare Payer Gross To Net Forecasting Reporting/Analytics

Direct Sales Repair Categories. Click on each tab to view and repair items, working your way left to right.

Invalid Customer Invalid Product Invalid GL Code Invalid Contract Invalid Rebate Invalid Rebate Period

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Delete	Message	Invalid GL Code	GL Code	Rebate Id	Invoice Number	Invoice Date	Sales Amount
<input type="checkbox"/>			Enter Name or GL Code..	3346	ABC Test	12/15/2025	\$100,000.00
<input type="checkbox"/>			Enter Name or GL Code..	3346	ABC Test	12/15/2025	\$100,000.00
<input type="checkbox"/>			Enter Name or GL Code..	3346	ABC Test	12/15/2025	\$100,000.00
<input type="checkbox"/>			Enter Name or GL Code..	3346	ABC Test	12/15/2025	\$100,000.00
<input type="checkbox"/>			Enter Name or GL Code..	3346	ABC Test	12/15/2025	\$100,000.00

Enter details for the existing GL code in the application, then select valid data from the drop-down. Once selected, click submit to add.

If the DELETE_SUSPENDED_DIRECT_SALES role is assigned, erroneous direct sales can be deleted. Check the box next to the row, then click SUBMIT to delete.

Invoice details, captured via direct sales file are displayed, including:
Invoice Number, Invoice Date, GL Code & Total Sales Amount

Invalid GL Code:

This process will allow a user to view and automatically repair Invalid Direct Sales data. The Invalid GL Code link lists the direct sales data uploaded with an Invalid GL code.

Invalid GL Code Troubleshooting – Common Errors and Resolutions

Reason: A new GL Code was loaded in the direct sales file that hasn't been added into the iContracts application yet.

Fix: Add the new GL Code via Contract Core -> Id Maintenance -> GL Code.

Visit the Repair workflow again and the sales with this error should resolve.

Reason: Mapping issue in the direct sales file itself.

Fix: Reverse the direct sales file by going to Contract Core -> Interfaces -> Interface History.

Correct the formatting and re-upload the file; or, if the GL Code was the only mapping issue, within the Invalid GL Code tab, the user can type the correct GL Code in the 'GL Code' column, select the GL Code from the drop down, and click SUBMIT.

Contract Core Chargeback Payer Rebate Payer Utilization Payer Government Pricing Medicaid Payer Medicare Payer Gross To Net Forecasting Reporting/Analytics

Direct Sales Repair Categories. Click on each tab to view and repair items, working your way left to right.

Invalid Customer Invalid Product Invalid GL Code Invalid Contract Invalid Rebate Invalid Rebate Period

Extract To Excel Submit

0 rows selected 1 to 23 of 23 < 1 > View All Page Size: 50 Export To Excel

Delete	Message	Invalid Contract Id	Contract Id	Product Id	Customer Id	Customer Name	Total No of Error Records	Rebate Id	Invoice Number	Invoice Date	GL Code	Sales Amount	Invoice Date
<input type="checkbox"/>			Enter Contract Reference Id..				1	10928		11/14/2025	123456	\$6,862.56	12/1/2025
<input type="checkbox"/>			Enter Contract Reference Id..				1	10926		11/14/2025	2736	\$3,903.21	11/17/2025
<input type="checkbox"/>			Enter Contract Reference Id..				1	10927		11/14/2025	2733	\$3,122.58	11/17/2025

Product & Customer details loaded via direct sales file.

Date file was loaded via interface.

Enter details for the existing contract in the application, then select valid data from the drop-down. Once selected, click submit to add.

If the DELETE_SUSPENDED_DIRECT_SALES role is assigned, erroneous direct sales can be deleted. Check the box next to the row, then click SUBMIT to delete.

Invoice details, captured via direct sales file are displayed, including:
Invoice Number, Invoice Date, GL Code & Total Sales Amount

Invalid Contract:

This process will allow a user to view and automatically repair Invalid Contract data. The Invalid Contract link lists the direct sales data uploaded with an Invalid Contract ID.

The system looks at the product and customer to find the contract. The product and customer can only be eligible for one direct contract for the look up to function.

If there is no ID listed in the Invalid Contract ID column, this means the application was not able to find a contract with a DIRECT or BOTH MOP where both the Customer ID and Product ID are eligible on the contract at the time of the invoice date.

Invalid Contract ID Troubleshooting – Common Errors and Resolutions

If the 'Invalid Contract ID' contains a value...

Reason: A new direct contract was included in the file that hasn't been added into the iContracts application yet.

Fix: Add the new contract via Contract Core -> Contract Maintenance -> Add.

Visit the Repair Direct Sales workflow again and the sales with this error should resolve.

Reason: An existing direct contract has a new ERP ID or a new additional identifier.

Fix: Find the existing contract via Contract Core -> Contract Maintenance -> Change.

Add the new ID as an alias.

Visit the Repair Direct Sales workflow again and the sales with this error should resolve

Reason: Mapping issue in the direct sales file itself.

Fix: Reverse the direct sales file by going to Contract Core -> Interfaces -> Interface History.

Correct the formatting and re-upload the file; or, if the contract ID was the only mapping issue, within the Invalid Contract tab, the user can type the correct contract ID in the 'Contract ID' column, select the contract from the drop down, and click SUBMIT.

If the 'Invalid Contract ID' field is blank...

Reason: The iContracts application was not able to find a direct contract where both the customer listed in the Customer ID column and product listed in the Product ID column, are eligible on the contract at the time of the invoice date, listed in the Invoice Date column.

Fix: To identify the reason *why* the sale didn't resolve, the user can either:

1) Review the direct contract itself by going to Contract Core -> Contract Maintenance -> Change.

Check the 4. Product tab and 5. Purchaser tab to make sure the invoice date on the sale falls in between the effective dates for both the product and contract.

2) Navigate to Contract Core -> Contract Maintenance -> Price Lookup.

Enter the customer, product, MOP, and the date range that includes the invoice date.

Price Lookup

*Customer: TEST
 Product: Enter Product Name or Reference Id..
 *MOP: Indirect
 *Date Range: From: 5/1/2025 To: 1/31/2100

Go

Enter in the Customer Name/Reference Id, MOP, and date range of the contract, then click GO to return contract pricing data.

Extract To Excel

1 to 3 of 3 < 1 > View All Page Size: 50 Export To Excel

Contract Reference Id	Customer Reference Id	Customer Name	Product Reference Id	Product Name	MOP	Start Date	End Date	Price
TSTC101725		TEST BG GPO	TESTPROD1020	TEST	I	10/17/2025	12/31/2100	\$0.00
TSTC101725		TEST BG GPO	134235346573	Test	I	10/17/2025	10/17/2025	\$0.00
TSTC101725		TEST BG GPO	134235346573	Test	I	10/18/2025	12/31/2100	\$1.00

- If more than one contract is returned, the sale will not resolve because iContracts doesn't know which contract the sale should be attached to. Double check the contracts and delete or end date the product or customer from the unwanted contracts. Then hit GO.
- If no direct contract appears, double-check the contract setup in Contract Core -> Contract Maintenance -> Change and make sure both the product and customer are active at the time of the invoice date. If a customer and/or product do not exist, add them.

Once a correction is made so that one direct contract matches the customer and product, the next time the user enters the Invalid Contract screen, the sales will resolve to that contract.

Direct Sales Repair Categories. Click on each tab to view and repair items, working your way left to right.

Invalid Customer Invalid Product Invalid GL Code Invalid Contract Invalid Rebate Invalid Rebate Period

Extract To Excel Submit

0 rows selected 1 to 27 of 27 < 1 > View All Page Size: 50 Export To Excel

Delete	Error Message	Invalid Rebate Id	Rebate Id	Invoice Date	Sales Amount
<input type="checkbox"/>		10928	Enter Rebate..	11/14/2025	\$6,862.56
<input type="checkbox"/>		10926		11/14/2025	\$3,903.21
<input type="checkbox"/>		10927		11/14/2025	\$3,122.58
<input type="checkbox"/>		11037		11/14/2025	\$2,341.92

Enter details for the existing rebate in the application, then select valid data from the drop-down. Once selected, click submit to add.

If the DELETE_SUSPENDED_DIRECT_SALES role is assigned, erroneous direct sales can be deleted. Check the box next to the row, then click SUBMIT to delete.

Invalid Rebate:

This process will allow a user to view and automatically repair Invalid Rebate data. The Invalid Rebate link lists the direct sales data uploaded with an Invalid Rebate ID.

Enter an existing rebate ID in the Rebate Id column, then select from the dropdown list. Select [SUBMIT].

Invalid Rebate ID Troubleshooting – Common Errors and Resolutions

Reason: Mapping issue in the rebate payment file itself.

Fix: Reverse the rebate payment file by going to Contract Core -> Interfaces -> Interface History. Correct the formatting and re-upload the file.

Direct Sales Repair Categories. Click on each tab to view and repair items, working your way left to right.

Invalid Customer Invalid Product Invalid GL Code Invalid Contract Invalid Rebate Invalid Rebate Period

Extract To Excel Submit

0 rows selected 1 to 1 of 1 < 1 > View All Page Size: 50 Export To Excel

Delete	Message	Rebate Id	Invalid Rebate Period Date	Customer Id	Product Id	Invoice Number	Invoice Date	GL Code	Sales Amount	Batch Load Date
<input type="checkbox"/>		1002	1/1/2020				1/1/2020		\$100.00	7/29/2025

If the DELETE_SUSPENDED_DIRECT_SALES role is assigned, erroneous direct sales can be deleted. Check the box next to the row, then click SUBMIT to delete.

Invalid Rebate Period:

This process will allow a user to view Invalid Rebate Period data. The Invalid Rebate Period link lists the direct sales data uploaded with an Invalid Rebate Period, meaning the Rebate Period Date does not match the Rebate Dates in iContracts.

Invalid Rebate Period Troubleshooting – Common Errors and Resolutions

Reason: Rebate period date from the file falls before the start date of the rebate or after the end date of the rebate.

Fix: Extend the rebate's start and/or end date via Rebate Payer -> Rebate Maintenance -> Change. Enter the problematic Rebate ID, then hit GO.

Rebate Header - 1002 -

Please make a selection from the dropdowns and click "Go".

Rebate Id / Customer:

Rebate Type:

GL Code:

MOP:

Rebate Frequency:

Active
 Expired
 All

Enter in the Rebate ID, click on the "All" radio button, then hit GO to return both active & expired rebates in the application.

1 to 1 of 1 < 1 > View All Page Size: 50 Export To Excel

Review rebate start & end date details.

Message	Rebate Id	Rebate Type	Description	Reference Id	Name	MOP	GL Code	Rebate Group	Start Date	End Date	Percent	Dollar
<input type="button" value="Change"/>	1002	EXTERNAL		HDG	Harvard Drug Group	Indirect			4/1/2010	7/16/2018	0.000	% \$ 0.00

***If no results are returned, try selecting the "All" radio button to return both ACTIVE and EXPIRED rebates.**

To adjust/change the rebate end date, click CHANGE, then navigate to End Date on the Rebate Header. Update the date, then hit SAVE.

Rebate Header - 1002

1. Header

Rebate type: EXTERNAL

Description: _____

Reference Id: HDG

Name: Harvard Drug Group

Payee Id: HDG

Payee Name: Harvard Drug Group

Net Of Chargeback:

MOP: Indirect

Start Date: 4/1/2010

End Date: 7/16/2018

Percent: 0.000

Dollar: 0.00

Frequency: MONTHLY

Auto Add Contract Products:

Adjust the rebate start/end dates, then click SAVE.

Alternatively, a user should review the submitted Rebate ID to see if the correct Rebate ID has been used.

Visit the Repair Direct Sales workflow again and the lines with this error should resolve.

Reason: Mapping issue in the rebate payment file itself.

Fix: Reverse the rebate payment file by going to Contract Core -> Interfaces ->Interface History.
Correct the formatting and re-upload the file.