

## Repair Indirect Sales History with Invalid Vendor, Contract, Product, COT, Customer with Invalid COT

The Repair Indirect Sales History with Invalid Vendor, Contract, Product, COT, Customer with Invalid COT workflow will allow the user to view and automatically repair Invalid Vendor, Invalid Product, Invalid COT, Invalid Contract, and Invalid Customer with Invalid COT errors.

When repairing, move through the error tabs from left to right, beginning with resolving the Invalid Vendor error. Invalid Vendor -> Invalid Product -> Invalid COT – Invalid Contract – Invalid Customer With Invalid COT

### Related Interfaces

- Indirect Sales History

**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\_INDIRECT\_SALES.

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

Invalid Vendor -> Invalid Product -> Invalid COT -> Invalid Contract -> Invalid Customer w/ Invalid COT

Delete	Message	Debit Memo Number	Invalid Vendor Id	Vendor Id	Product Id	COT	Contract Id	Customer Id	Post Date	Next Amount
<input type="checkbox"/>		00972C7320	AS2660365	Enter Vendor Name or Reference Id...		RETAIL	0			.10
<input type="checkbox"/>		00972C7320	AS2660365	Enter Vendor Name or Reference Id...		RETAIL	0			.10
<input type="checkbox"/>		00972C7320	AS2660365	Enter Vendor Name			0			.93
<input type="checkbox"/>		00972C7320	AS2660365	Enter Vendor Name			0			.93
<input type="checkbox"/>		00972C7320	AS2660365	Enter Vendor Name			0			.93

If the DELETE\_SUSPENDED\_INDIRECT\_SALES role is assigned, erroneous indirect sales can be deleted. Check the box next to the row, then click SUBMIT to delete.

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

Data captured via indirect sales file is displayed including: Debit Memo Number, Vendor ID, Contract ID, Customer ID, COT, Post Date & Amount.

### Invalid Vendor:

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

This error occurs if the vendor/wholesaler ID loaded in the indirect sales history file does not exist in iContracts, or if the customer with this ID is not a VENDOR type customer.

### Invalid Vendor Troubleshooting – Common Errors and Resolutions

**Reason:** A new vendor/wholesaler customer was loaded via the indirect sales history file, but has not been added into the iContracts application.

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

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

**Reason:** Data for an existing vendor/wholesaler customer was loaded with new ID or additional identifier.

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

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

**Reason:** Mapping issue in the indirect sales file itself.

**Fix:** Reverse the indirect sales file by navigating to Contract Core -> Interfaces -> Interface History. Correct the formatting and re-upload the file; or, if the vendor ID was the only mapping issue, within the Invalid Vendor tab, the user can type the correct customer/vendor ID in the "Vendor ID" column, select the customer from the drop-down menu, and click SUBMIT.

**Reason:** An existing vendor/wholesaler customer has a different customer type selected other than VENDOR.

**Fix:** Navigate to Contract Core -> Customer Maintenance -> Change and update the Customer Type to VENDOR.

**Contract Core** Chargeback Payer Rebate Payer Utilization Payer Government Pricing

### Customer Header - TEST VENDOR CHILD

1. Header 2. Alias 3. Relationship

Customer Type: \* VENDOR ✓

COT: \* DIST

340B Entity:

Territory: \* UNKNOWN

Reference ID: \* TEST VC1

Name: \* TEST VENDOR CHILD 1

Address 1: 1234 Main Street

Address 2:

Address 3:

City: \* PEMBERTON State: NEW JERSEY

Zip Code: \* 08068 Country: United States

Contact:

Email:

Phone:

Fax:

Level: \*  Parent  Child

If the Customer Type is not VENDOR, click on the drop-down and select VENDOR. Then click SAVE.

1. Header 2. Alias 3. Relationship

Customer Type: \* VENDOR

COT: \* BUYING GROUP

340B Entity: PURCHASER

Territory: \* SPONSOR

Reference ID: \* STATE MEDICAID PROGRAM

VENDOR

TEST VC1

If the vendor/wholesaler is the headquarter location, select the level "Parent".

If the vendor/wholesaler is a distribution center, select the level "Child".

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

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

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

Invalid Vendor Invalid Product Invalid COT Invalid Contract Invalid Customer With Invalid COT

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

Delete	Message	Debit Memo Number	Vendor Id	Invalid Product Id	Product Id	COT	Contract Id	Customer Id	Post Date	Ext Amount
<input type="checkbox"/>		3355FCVMSA	0GCKDR000		Enter Product Name or Reference Id.					\$3,329.36
<input type="checkbox"/>		3355FCVMSA	0GCKDR000							\$2,497.02
<input type="checkbox"/>		3355FCVMSA	0GCKDR000							\$1,664.68
<input type="checkbox"/>		3355FCVMSA	0GCKDR000							\$1,664.68
<input type="checkbox"/>		3004FCVMSA	0GCKDR000							\$1,664.68

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

Data captured via indirect sales file is displayed including: Debit Memo Number, Vendor ID, Contract ID, Customer ID, COT, Post Date & Amount.

If the DELETE\_SUSPENDED\_INDIRECT\_SALES role is assigned, erroneous indirect sales can be deleted. Check the box next to the row, then click SUBMIT to delete.

## Invalid Product:

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

This error occurs if the Product ID loaded in the indirect sales file doesn't exist in iContracts for any product. The ID that was loaded will appear in the Invalid Product ID column.

## Invalid Product Troubleshooting – Common Errors and Resolutions

**Reason:** A new product was loaded via the indirect sales history file, but has not been added into the iContracts application.

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

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

**Reason:** Data for an existing product was loaded with a new ERP ID or additional identifier.

**Fix:** Navigate to Contract Core -> Product Maintenance -> Change and enter the product details. Add the new ID as an alias.

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

**Reason:** Mapping issue in the indirect sales file itself.

**Fix:** Reverse the indirect sales file by navigating 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 menu, and click SUBMIT.

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

Invalid Vendor   Invalid Product   **Invalid COT**   Invalid Contract   Invalid Customer With Invalid COT

Extract To Excel   Submit

0 rows selected   1 to 4 of 4   < 1 >   View All   Page Size: 50   Export To Excel

Delete	Message	Debit Memo Number	Vendor Id	Product Id	Invalid COT	COT	Contract Id	Customer Id	Customer Name	Post Date	Ext Amount
<input type="checkbox"/>			RA0290938		YYYYY	Enter COT...		BH8973237			
<input type="checkbox"/>			RM3864727								
<input type="checkbox"/>			HIN1284								
<input type="checkbox"/>			HIN1284								

**Data captured via indirect sales file is displayed including: Debit Memo Number, Vendor ID, Contract ID, Customer ID, COT, Post Date & Amount.**

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

**If the DELETE\_SUSPENDED\_INDIRECT\_SALES role is assigned, erroneous indirect sales can be deleted. Check the box next to the row, then click SUBMIT to delete.**

## Invalid COT:

This process will allow a user to view and automatically repair Invalid COT data. The Invalid COT link lists the indirect sales data uploaded with an Invalid Class of Trade.

This error occurs if the Class of Trade provided in the indirect sales history file does not exist in iContracts.

## Invalid COT Troubleshooting – Common Errors and Resolutions

**Reason:** An indirect sales file was loaded that includes a new Class of Trade code that has not been added to the iContracts application yet.

**Fix:** Add the new Class of Trade by navigating to Contract Core -> ID Maintenance -> COT.

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

**Reason:** Mapping issue in the indirect sales file itself.

**Fix:** Reverse the indirect sales file by navigating to Contract Core -> Interfaces -> Interface History. Correct the formatting and re-upload the file; or, if the COT was the only mapping issue, within the Invalid COT tab, the user can type the correct Class of Trade in the "COT" column, select the COT from the drop-down menu, and click SUBMIT.

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

Invalid Vendor   Invalid Product   Invalid COT   **Invalid Contract**   Invalid Customer With Invalid COT

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

Delete	Message	Debit Memo Number	Vendor Id	Product Id	COT	Invalid Contract Id	Contract Id	Customer Id	Post Date	Ext Amount	Invoice Date
<input type="checkbox"/>					UNKNOWN		Enter Contract Name or Reference Id.		3/26/2024	\$3,329.36	12/20/2022
<input type="checkbox"/>					HOSPITAL				3/26/2024	\$2,497.02	12/19/2022
<input type="checkbox"/>					HOSPITAL				3/20/2024	\$1,664.68	12/27/2022
<input type="checkbox"/>									3/26/2024	\$1,664.68	12/16/2022
<input type="checkbox"/>									3/26/2024	\$1,664.68	12/30/2022

**Data captured via indirect sales file is displayed including: Debit Memo Number, Vendor ID, Contract ID, Customer ID, COT, Post Date & Amount.**

**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\_INDIRECT\_SALES role is assigned, erroneous indirect sales can be deleted. Check the box next to the row, then click SUBMIT to delete.**

### Invalid Contract:

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

This error occurs if the Contract ID loaded in the indirect sales history file doesn't exist in iContracts, or if the Invoice Date on the Chargeback line falls outside of the indirect contract effective dates.

### Invalid Contract Troubleshooting – Common Errors and Resolutions

**Reason:** An indirect sales file was loaded with a new indirect contract that hasn't been added in the iContracts application yet.

**Fix:** Add the new contract details via Contract Core -> Contract Maintenance -> Add. Make sure that the contract added is an INDIRECT contract.

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

**Reason:** An indirect sales file was loaded with an existing contract that has a new ERP ID or new additional identifier.

**Fix:** Find the existing contract by navigating to Contract Core -> Contract Maintenance -> Change. Add the new ID as an alias.

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

**Reason:** Mapping issue in the indirect sales file itself.

**Fix:** Reverse the indirect sales file by navigating 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 correct contract from the drop-down menu, and click SUBMIT.

**Reason:** The invoice date on the chargeback line falls outside of the indirect contract effective dates.

**Fix:** Navigate to Contract Core -> Contract Maintenance -> Change.

Enter the contract details, then hit GO. In the 1. Header tab, extend the contract start and/or end date so that the invoice falls within the date range.

**Contract Core** Chargeback Payer Rebate Payer Utilization Payer Government

### Contract Header - ZDTEST

1. Header 2. Alias 3. COT 4. Product 5. Purchaser 6. Server 7. Planning Volume

Contract Id: \* ZDTEST

Description: Test Contract

Contract Type: \* BUYING GROUP

FSS Type:  All  Big 4  Other Agencies

Customer: \* TEST BG110

MOP: \* Indirect

Start Date: \* 4/29/2026

End Date: \* 12/31/2100

Reporting Group:

Reporting Sub Group:

Adjust the contract start/end dates so that the invoice falls within the desired date range, then click SAVE.

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

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

Invalid Vendor Invalid Product Invalid COT Invalid Contract Invalid Customer With Invalid COT

Extract To Excel Submit

0 rows selected 1 to 50 of 246 < 1 2 3 4 5 > Page Size: 50 Export To Excel

Delete	Message	Debit Memo Number	Reference Type	Product Id	COT	Valid COT	Customer Name	Street Address	City	State	Zip Code	Post Date	Ext Amount
<input type="checkbox"/>		3355FCVMSMA				HOSP					76508	3/26/2024	\$3,329.36
<input type="checkbox"/>		3004FCVMSMA				HOSP					27157	3/26/2024	\$1,664.68
<input type="checkbox"/>		3355FCVMSMA				HOSP					10029	3/26/2024	\$1,664.68
<input type="checkbox"/>		3004FCVMSMA				CLINIC					85653	3/26/2024	\$1,664.68

List of possible COTs. Choose the applicable COT from the dropdown, then hit submit.

COT loaded via file. If blank, no COT was included in the indirect sales file.

If the DELETE\_SUSPENDED\_INDIRECT\_SALES role is assigned, erroneous indirect sales can be deleted. Check the box next to the row, then click SUBMIT to delete.

## Invalid Customer with Invalid COT:

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

This error occurs if the Class of Trade provided in the indirect sales history file does not exist in iContracts, or when there is a mapping issue in the indirect sales history file, resulting in an UNKNOWN Class of Trade.

## Invalid Customer with Invalid COT Troubleshooting – Common Errors and Resolutions

**Reason:** An indirect sales file was loaded that includes a new Class of Trade code that has not been added to the iContracts application yet.

**Fix:** Add the new Class of Trade by navigating to Contract Core -> ID Maintenance -> COT.

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

**Reason:** Mapping issue in the indirect sales file itself.

**Fix:** Reverse the indirect sales file by navigating to Contract Core -> Interfaces -> Interface History. Correct the formatting and re-upload the file; or, if the COT was the only mapping issue, within the Invalid Customer with Invalid COT tab, select the correct COT from the drop-down menu, and click SUBMIT.