Paragon System Messages Quick Reference Guide

The following tables show common system messages you may see while using paragon. The messages are oganized in the following groups:

- Create Order
- Parts Inquiry and Availability
- Direct Ship
- Returns

Create Order messages

Message	What it means	What to do to resolve it
Option code <letter> is not allowed for this order. It was deleted.	You chose an option code that is not available to dealers.	The system automatically deletes the option code. No action is required.
The quantity ordered exceeds the MOQ of <number>.	The quantity entered exceeds the usual order quantity for the material. This is an informational message to alert you to check the order quantity.	Review the quantity entered in the Order Quantity column to make sure the quantity is correct. If it is the intended amount, click **Enter**.
Order cannot be changed - it was created with reference to a quote.	When an order is created with reference to a quotation, the only field you can change is the Purchase Order field.	If you need to change the order, contact Parts Sales Support.
The delivery block could not be set to the value requested.	The delivery block you selected is not valid for the order type.	Change the delivery block to match the order type. (Stock orders can only have a delivery block of Pending - Non Reserve.)
No item category available. (Table T184 ZFSO TEXT).	This message usually appears when you enter information on a line without a part number. For example, if you entered information in the **Turnaround** field, but you did not enter a part number.	Delete the line item, and then re-enter it. If the error message appears when a part number is entered, use the temporary part number **ZZ Temp**. Enter the part number that caused the error in the **Turnaround info** field. **Note:** To delete the line item, you may need to enter a part number that does not cause the error message.
Part is not available for auto-release.	The specified part is being manually allocated by the material planner.	This is an informational message. Press **Enter** to continue.
Ship-to-party not valid.	The information in the Ship-to field is not a valid ship-to code, or is grayed out. This could happen if you accidently press the wrong key while in the ship-to process.	Cancel out of the order and start over.
The facing PDC was not found.	The PDC you have entered does not exist in paragon.	Check to make sure you entered the correct PDC.

Create Order messages - continued

Message	What it means	What to do to resolve it
Deliveries can only be postponed by up to 7 working days.	The date specified is more than 7 days in the future. The delivery date specified here is the date that the system delivers the order to the PDC, not when the parts are delievered to you. The PDC will ship your order after it receives it.	Specify no more than 7 days.
Shipping condition not valid for sales order type.	You have a chosen a shipping condition that is not allowed for the order type.	Select a different shipping condition appropriate for order type. If it is a stock or wreck order, select Dealer Assigned Carrier.
Invalid shipping condition.	You entered an invalid shipping condition.	Select a valid shipping condition from the drop-down list.
Part number not allowed to be dropped shipped.	The supplier will not drop ship the part or material. The material will be ordered in to the PDC and then shipped.	Informational message only. Press **Enter** to continue.
Lines can no longer be added.	You cannot add additional lines to the current order.	If you need to add additional parts, create a new order for those parts.
Material <material> is not defined for sales org.0801, distr.chan.10, language EN.	This part is set up for direct ship orders only.	Create a direct ship order for this part.
Material <material> is not defined for sales org.0801, distr.chan.11, language EN	This part is not set up for Direct Ship orders.	Create a stock emergeny or critical order for this part, not a direct ship order.
Material <material> does not exist.	The part number was either entered incorrectly or is not currently loaded into paragon.	Check to make sure you entered the part number correctly. Or, click the Possible Entries button to see if the number is loaded with a different spacing. If necessary, enter the first 2 or 3 characters of the part number in the Material field followed by an asterisk, for example, SP 5*.

Parts Inquiry and Availability messages

Message	What it means	What to do to resolve it
Franchise code not allowed.	You are not authorized to purchase this part.	If you feel that you should be allowed to purchase this part, contact Parts Support.
Mandatory pricing error ZBAS.	This message indicates that a pricing level is missing from the part. It will not affect your price on the order.	Press **Enter** to continue.

Direct Ship messages

Message	What it means	What to do to resolve it
Only one D/S program per sales order and at least one valid material.	Your order includes materials from more than one direct ship program. Each direct ship order should contain parts from one direct ship program; you cannot include more than one direct ship program on an order.	Delete the indicated line item(s) from the order. Create a new order for each direct ship program.
Direct ship program is obsolete.	The part number you entered on the direct ship order is no longer set up on a direct ship program.	If you think you should be able to enter a Direct Ship order for this part, contact Parts Support for assistance.
D/S minimum order value not reached - Please check information on program.	The order amount does not meet the minimum amount for this particular direct ship program.	Add to the order to meet the minimum amount required for this direct ship program. Refer to the Direct Ship program manual for minimum amount requirements. If you think you received this message in error, contact Parts Support.
Program is not set up for expedited direct ship.	The vendor's direct ship program does not include expedited direct ship. Only regular direct ship orders are allowed for this vendor.	Create a regular direct ship order for the material.

Returns messages

Message	What it means	What to do to resolve it
Return quantity exceeds purchase quantity.	You are attempting to return a quantity larger than the quantity you were invoiced.	Change the quantity.
Return not possible. Material rejected.	The material you are trying to return is rejected.	You cannot return the material.
Return not possible. The time allowed for return has been exceeded.	You cannot return the material because it is past the timeframe for returns.	You cannot return the material.
You have exceeded your allowed annual return limit by <number>.	You cannot return the selected material because you have already returned the maximum allowed for the year.	If you think you received this message in error, contact your excess return coordinator.