# Reprocessing the orders in Prod

## Common Scenarios due to which the orders fail.

## Overview

Order Failure notification mails will be sent to customer support team. If the order status is H it will indicate that the order has failed or been rejected by sap. To determine the cause of this we need to do the following steps

* **Login to web method portal** [**http://wmx-mws-prod.avnet.com:8585/**](http://wmx-mws-prod.avnet.com:8585/)**.**
* **Check the response coming from the SAP for the failed order.**

## Common error responses codes:

### **SCENARIO 1: Jurisdiction code could not be determined**

#### Summary

This issue occurs if SAP is not able to validate the addresses send by digital portal.

#### Root Cause

1) Wrong address entered by the user.

2) During user migration state is being sent as null in the customer feed.

#### Identifying the cause for the issue

1) Get the digital portal request order xml from middleware web portal by searching for conversation id by passing the order id.

#### Steps to fix the issue

The addresses sent by digital portal are as follows

1) Sold to Address

2) Ship to Address

3) Pay to Address

Attached SOAP UI project for address doctor web service to verify correct address.

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| --- | --- | --- | --- | --- |
| **Type of address** | **DP to MW Order Xml** | **How to find the**  **Address.** | **How to solve the issue** | **Sample update Queries for Reprocessing** |
| Sold to address | <PARTNER>  <NAME>HENADZI ZHUKOUSKI</NAME>  <PARTNRTYPE>SoldTo</PARTNRTYPE>  <ACCTNBR>  <Value>0001000000</Value>  </ACCTNBR>  <ADDRESS>  <ADDRLINE index="ADDR1">16850 COLLINS AVE</ADDRLINE>  <ADDRLINE index="ADDR2">STE 112-633</ADDRLINE>  <ADDRLINE index="ADDR3"></ADDRLINE>  <CITY>SUNNY ISLES</CITY>  <COUNTRY>US</COUNTRY>  <POSTALCODE>33160</POSTALCODE>  <STATEPROVN>FL</STATEPROVN>  </ADDRESS>  <CONTACT>  <NAME>HENADZI ZHUKOUSKI</NAME>  <CONTCTIDENTIFIER>10001649</CONTCTIDENTIFIER>  <EMAIL>levelteam2013@gmail.com</EMAIL>  <TELEPHONE>3053323381</TELEPHONE>  </CONTACT>  </PARTNER> | SELECT ADDRESS\_ID FROM EMDI.ORDERS WHERE ORDERS\_ID=? | 1) If state is not present then find the state through address doctor.  2) Else if the address has first line, city, state, country and zip code. Validate this using address doctor if it is correct. | (9551024)  update emdi.address set state='CA' where address\_id=805362;  update emdi.orders set status='C',transferstatus=0 where orders\_id in (9551024); |
| Ship to address | <PARTNER>  <NAME>HENADZI ZHUKOUSKI</NAME>  <PARTNRTYPE>ShipTo</PARTNRTYPE>  <ACCTNBR>  <Value>0001010002</Value>  </ACCTNBR>  <ADDRESS>  <ADDRLINE index="ADDR1">16850 COLLINS AVE</ADDRLINE>  <ADDRLINE index="ADDR2">STE 112-633</ADDRLINE>  <ADDRLINE index="ADDR3"></ADDRLINE>  <CITY>SUNNY ISLES</CITY>  <COUNTRY>US</COUNTRY>  <POSTALCODE>33160</POSTALCODE>  <STATEPROVN>FL</STATEPROVN>  </ADDRESS>  <CONTACT>  <NAME>HENADZI ZHUKOUSKI</NAME>  <CONTCTIDENTIFIER>10001649</CONTCTIDENTIFIER>  <EMAIL>levelteam2013@gmail.com</EMAIL>  <TELEPHONE>3053323381</TELEPHONE>  </CONTACT>  </PARTNER> | SELECT ADDRESS\_ID FROM EMDI.ORDERITEMS WHERE ORDERS\_ID=? | 1)If state is not present then find the state through address doctor.  2) Else if the address has first line, city, state, country and zipcode. Validate this using address doctor if it is correct. | (9551024)  update emdi.address set state='CA' where address\_id=805362;  update emdi.orders set status='C',transferstatus=0 where orders\_id in (9551024); |
| Pay to address | <PARTNER>  <NAME>HENADZI ZHUKOUSKI</NAME>  <PARTNRTYPE>PayFrom</PARTNRTYPE>  <ACCTNBR>  <Value>0001020002</Value>  </ACCTNBR>  <ADDRESS>  <ADDRLINE index="ADDR1">16850 COLLINS AVE</ADDRLINE>  <ADDRLINE index="ADDR2">STE 112-633</ADDRLINE>  <ADDRLINE index="ADDR3"></ADDRLINE>  <CITY>SUNNY ISLES</CITY>  <COUNTRY>US</COUNTRY>  <POSTALCODE>33160</POSTALCODE>  <STATEPROVN>FL</STATEPROVN>  </ADDRESS>  <CONTACT>  <NAME>HENADZI ZHUKOUSKI</NAME>  <CONTCTIDENTIFIER>10001649</CONTCTIDENTIFIER>  <EMAIL>levelteam2013@gmail.com</EMAIL>  <TELEPHONE>3053323381</TELEPHONE>  </CONTACT>  </PARTNER> | SELECT \* FROM EMDI.PPCEXTDATA WHERE PPCPAYINST\_ID IN (SELECT PPCPAYINST\_ID FROM EMDI.PPCPAYINST WHERE ORDER\_ID=? AND STATE=1) | 1)verify the address by taking the address from the attribute name Ecom\_BillTo\_Street\_Line1, Ecom\_BillTo\_Street\_Line2, Ecom\_BillTo\_Street\_Line3, Ecom\_BillTo\_PostalCode, Ecom\_BillTo\_State\_Province,  Ecom\_BillTo\_City, Ecom\_BillTo\_CountryCode | update emdi.ppcextdata  set datavalue='POINTE-AUX-TREMBLES' where ppcextdata\_id=320917;  update emdi.orders set status='C',transferstatus=0 where orders\_id in (9551024); |

### **SCENARIO 2: ZQTCIN\_QTC035\_1\_CREATE\_SALEORD/IT\_SALES\_PARTNERS/item[1]/PARTN\_NUMB errorMessage=[ISC.0082.9465] Value is longer than maximum length 900**

#### Summary

This issue is caused when the web user logins and adds a shipping address. The nickname field will have timestamp stored. The user will then be converted to core user based on his request as he doesn’t have credit line payment option. When he then places the same order then previous order will be remain attached with that order without OT and because this address was attached when user was web user, the nickname field will have the value as timestamp which will be sent in the order xml.  OT is being used only for core customer.

#### Fix

**Identifying the address Id to use in update queries.**

SELECT ADDRESS\_ID FROM ORDERITEMS WHERE ORDERS\_ID=?

**Fixing the issue**

update address set billingcode='OT',STATUS=’T’ where address\_id=328413;

update emdi.orders set status='C',transferstatus=0 where orders\_id in (9510662);

Commit

### **SCENARIO 3: ZQTCIN\_QTC035\_1\_CREATE\_SALEORD/IT\_SALES\_ADDRESS/item[1]/POSTL\_COD1 errorMessage=[ISC.0082.9465] Value is longer than maximum length 900**

#### Summary

This issue is happening because of the space being added at the end for zip code when the user adds a new shipping address.

#### **Fix**

**Identifying the address Id to use in update queries.**

SELECT ADDRESS\_ID FROM ORDERITEMS WHERE ORDERS\_ID=?

**Sample Order and its Fix**

Orderid: 9135808.

update emdi.address set zipcode='85375-4472' where address\_id=797713;

update emdi.orders set status='C',transferstatus=0 where orders\_id in (9135808);

Commit

### **SCENARIO 4: Order Block (NEEDS TO BE CHECKED WITH NICK/KAREN TEAM)**

#### The user account is deactivated by  sap.

**Fix** We need to report customer support team. They will speak to customer data team. The user account will be activated for 15 minutes. Once they will confirm, We need to reprocess the order using below query.

update emdi.orders set status='C',transferstatus=0 where orders\_id in (?);

We need to send a mail confirming that we have re-processed the order and then again customer care will deactivate that account.

#### 2) Agreement Form is not filled properly from customer

Fix We need to report to customer support team. They will speak to customer data team. The user account will be activated again permanently .We can reprocess the order

update emdi.orders set status='C',transferstatus=0 where orders\_id in (?);

### **SCENARIO 5: (NEEDS TO BE CHECKED WITH NICK/KAREN TEAM)**

### **Customer for header do not exist**

Summary

This issue is happening because the USERDEMO table does not have company name entry for web user

#### **FIX**

**Identifying the issue**

SELECT \* FROM EMDI.USERDEMO WHERE USERS\_ID= (SELECT MEMBER\_ID FROM EMDI.ORDERS WHERE ORDERS\_ID=?);

If above query will not return any result then we have to check for below step.

**Fixing the issue**

We need to mail and find out the company name and then insert into USERDEMO table the following query with the appropriate company name

**Sample queries**

insert into emdi.userdemo (USERS\_ID,COMPANYNAME) values (1364041,'');

update emdi.orders set status='C',transferstatus=0 where orders\_id in (9696059);

#### Summary

This issue is happening because of the space being added at the end for zip code when the user adds a new shipping address.

**Identifying the address**

SELECT ADDRESS\_ID FROM ORDERITEMS WHERE ORDERS\_ID=?

**Sample Order and its Fix**

Orderid: 9135808.

update emdi.address set zipcode='85375-4472' where address\_id=797713;

update emdi.orders set status='C',transferstatus=0 where orders\_id in (9135808);

Commit

### **SCENARIO 6: (NEEDS TO BE CHECKED WITH NICK/KAREN TEAM) ZQTCIN\_QTC035\_1\_CREATE\_SALEORD/IT\_SALES\_ADDRESS/item[0]/NAME errorMessage=[ISC.0082.9465] Value is longer than maximum length**

This issue is caused because USERDEMO.COMPANYNAME length is more than 41 characters.

**Identifying this issue**

SELECT \* FROM EMDI.USERDEMO WHERE USERS\_ID= (SELECT MEMBER\_ID FROM EMDI.ORDERS WHERE ORDERS\_ID=?);

**Fixing this issue**

Reduce the length to less than 42 characters

For example : 9701036

UPDATE EMDI.USERDEMO SET COMPANYNAME='MEI Company' WHERE USERS\_ID=582154;

update emdi.orders set status='C',transferstatus=0 where orders\_id in (9701036);

COMMIT