

From: Muhammad Hamayun <MHamayun@nexelus.net>
Sent: Tuesday, 29 April 2025 4:49 pm
To: Abid Ali <AbidA@nexelus.net>; Bilal Raja <BilalR@nexelus.net>; Arif Khan <ArifK@nexelus.net>; Asad Mehmood <asadm@nexelus.net>
Cc: Tauseef Shezad <TauseefS@nexelus.net>; Arshad Sadal <ArshadS@nexelus.net>; Nexelus Support <Support@nexelus.net>; Asim Jameel <AsimJ@nexelus.net>; Muhammad Yasir <MYasir@nexelus.net>; Kashif Hayat <kashifh@nexelus.net>
Subject: RE: Post Failed - Character 5 not valid (NEX 21251)

[@Abid Ali](#)

Packages 13U and 14U have been deployed on ApWorks UAT and production.

Thanks

Hamayun

From: Abid Ali <AbidA@nexelus.net>
Sent: Tuesday, April 29, 2025 3:34 PM
To: Bilal Raja <BilalR@nexelus.net>; Arif Khan <ArifK@nexelus.net>; Asad Mehmood <asadm@nexelus.net>; Muhammad Hamayun <MHamayun@nexelus.net>
Cc: Tauseef Shezad <TauseefS@nexelus.net>; Arshad Sadal <ArshadS@nexelus.net>; Nexelus Support <Support@nexelus.net>; Asim Jameel <AsimJ@nexelus.net>; Muhammad Yasir <MYasir@nexelus.net>; Kashif Hayat <kashifh@nexelus.net>
Subject: RE: Post Failed - Character 5 not valid (NEX 21251)

[@Muhammad Hamayun,](#)

Please deploy the fix on apworks UAT and Production.

Thanks,

Abid Ali

Nexus

<https://nexus.net>

From: Bilal Raja <BilalR@nexus.net>

Sent: Tuesday, 29 April 2025 3:31 pm

To: Abid Ali <AbidA@nexus.net>; Arif Khan <ArifK@nexus.net>; Asad Mehmood <asadm@nexus.net>

Cc: Tauseef Shezad <TauseefS@nexus.net>; Arshad Sadal <ArshadS@nexus.net>; Nexus Support <Support@nexus.net>; Asim Jameel <AsimJ@nexus.net>; Muhammad Yasir <MYasir@nexus.net>; Muhammad Hamayun <MHamayun@nexus.net>; Kashif Hayat <kashifh@nexus.net>

Subject: RE: Post Failed - Character 5 not valid (NEX 21251)

[@Abid Ali](#)

Verified the fix on QA Apworks. Please proceed accordingly.

Thanks,

Bilal A. Raja

From: Abid Ali <AbidA@nexus.net>

Sent: Monday, April 28, 2025 6:06 PM

To: Bilal Raja <BilalR@nexus.net>; Arif Khan <ArifK@nexus.net>; Asad Mehmood <asadm@nexus.net>

Cc: Tauseef Shezad <TauseefS@nexus.net>; Arshad Sadal <ArshadS@nexus.net>; Nexus Support <Support@nexus.net>; Asim Jameel <AsimJ@nexus.net>; Muhammad Yasir <MYasir@nexus.net>; Muhammad Hamayun <MHamayun@nexus.net>; Kashif Hayat <kashifh@nexus.net>

Subject: RE: Post Failed - Character 5 not valid (NEX 21251)

[@Asad Mehmood](#),

Please check why the invoices are getting stuck in scanning.

[@Arif Khan](#), please check second point.

Thanks,

Abid Ali

Nixelus

<https://nixelus.net>

From: Bilal Raja <BilalR@nixelus.net>

Sent: Monday, 28 April 2025 6:02 pm

To: Arif Khan <ArifK@nixelus.net>; Abid Ali <AbidA@nixelus.net>

Cc: Tauseef Shezad <TauseefS@nixelus.net>; Arshad Sadal <ArshadS@nixelus.net>;

Nixelus Support <Support@nixelus.net>; Asim Jameel <AsimJ@nixelus.net>;

Muhammad Yasir <MYasir@nixelus.net>; Asad Mehmood <asadm@nixelus.net>;

Muhammad Hamayun <MHamayun@nixelus.net>; Kashif Hayat <kashifh@nixelus.net>

Subject: RE: Post Failed - Character 5 not valid (NEX 21251)

[@Arif Khan](#) / [@Abid Ali](#)

Check the invoices are stuck in scanning on Production dashboard.

<https://360i-qa.apworks.ai/Production/Dashboard/>

Moreover, check attached video where vendor map is not working on Production.

Thanks,

Bilal A. Raja

From: Bilal Raja

Sent: Monday, April 28, 2025 4:59 PM

To: Muhammad Yasir <MYasir@nexelus.net>; Arif Khan <ArifK@nexelus.net>; Asad Mehmood <asadm@nexelus.net>; Muhammad Hamayun <MHamayun@nexelus.net>; Kashif Hayat <kashifh@nexelus.net>

Cc: Tauseef Shezad <TauseefS@nexelus.net>; Arshad Sadal <ArshadS@nexelus.net>; Nexelus Support <Support@nexelus.net>; Asim Jameel <AsimJ@nexelus.net>; Abid Ali <AbidA@nexelus.net>

Subject: RE: Post Failed - Character 5 not valid (NEX 21251)

[@Arif Khan](#)

Review the changes and give a go ahead.

Thanks,

Bilal A. Raja

From: Muhammad Yasir <MYasir@nexelus.net>

Sent: Monday, April 28, 2025 4:55 PM

To: Bilal Raja <BilalR@nexelus.net>; Arif Khan <ArifK@nexelus.net>; Asad Mehmood <asadm@nexelus.net>; Muhammad Hamayun <MHamayun@nexelus.net>; Kashif Hayat <kashifh@nexelus.net>

Cc: Tauseef Shezad <TauseefS@nexelus.net>; Arshad Sadal <ArshadS@nexelus.net>; Nexelus Support <Support@nexelus.net>; Asim Jameel <AsimJ@nexelus.net>; Abid Ali <AbidA@nexelus.net>

Subject: Re: Post Failed - Character 5 not valid (NEX 21251)

[@Bilal Raja](#): Please find updated package.

https://dev.azure.com/Nixelus/APAAutomation/_git/APAAutomation_Release_Management?path=%2Fapworks%202025_1.014U&version=GBAPWorks_2025.1

Thanks,

Muhammad Yasir

Nixelus

<https://nixelus.net>

From: Bilal Raja <BilalR@nixelus.net>

Sent: Monday, April 28, 2025 2:09 PM

To: Arif Khan <ArifK@nixelus.net>; Muhammad Yasir <MYasir@nixelus.net>; Asad Mehmood <asadm@nixelus.net>; Muhammad Hamayun <MHamayun@nixelus.net>; Kashif Hayat <kashifh@nixelus.net>

Cc: Tauseef Shezad <TauseefS@nixelus.net>; Arshad Sadal <ArshadS@nixelus.net>; Nixelus Support <Support@nixelus.net>; Asim Jameel <AsimJ@nixelus.net>; Abid Ali <AbidA@nixelus.net>

Subject: RE: Post Failed - Character 5 not valid (NEX 21251)

[@Arif Khan](#)

What is update on this?

Thanks,

Bilal A. Raja

From: Arif Khan <ArifK@nixelus.net>

Sent: Monday, April 28, 2025 1:20 PM

To: Muhammad Yasir <MYasir@nixelus.net>; Asad Mehmood <asadm@nixelus.net>; Bilal Raja <BilalR@nixelus.net>; Muhammad Hamayun <MHamayun@nixelus.net>; Kashif Hayat <kashifh@nixelus.net>

Cc: Tauseef Shezad <TauseefS@nixelus.net>; Arshad Sadal <ArshadS@nixelus.net>; Nixelus Support <Support@nixelus.net>; Asim Jameel <AsimJ@nixelus.net>; Abid Ali <AbidA@nixelus.net>

Subject: RE: Post Failed - Character 5 not valid (NEX 21251)

[@Bilal Raja](#)

Please find the package from below path

[DB.zip - Repos](#)

Thanks

Arif K

From: Muhammad Yasir <MYasir@nexelus.net>

Sent: Monday, April 28, 2025 12:46 PM

To: Asad Mehmood <asadm@nexelus.net>; Bilal Raja <BilalR@nexelus.net>; Muhammad Hamayun <MHamayun@nexelus.net>; Kashif Hayat <kashifh@nexelus.net>; Arif Khan <ArifK@nexelus.net>

Cc: Tauseef Shezad <TauseefS@nexelus.net>; Arshad Sadal <ArshadS@nexelus.net>; Nexelus Support <Support@nexelus.net>; Asim Jameel <AsimJ@nexelus.net>; Abid Ali <AbidA@nexelus.net>

Subject: Re: Post Failed - Character 5 not valid (NEX 21251)

[@Arif Khan](#): We have updated the logic and resolved the issue. Package and pull request has been created. Please review and proceed accordingly.

Pull request link:

https://dev.azure.com/Nixelus/APAutomation/_git/APAutomation/commit/a3ef04285df621de6b7c0f80ddf9a4842c170c59?refName=refs%2Fheads%2FAPWorks_2025.1_Hotfix_1_D_B_Yasir

Package link:

https://dev.azure.com/Nixelus/APAutomation/_git/APAutomation_Release_Management?path=%2FApworks%202025_1.014U&version=GBAPWorks_2025.1

Thanks,

Muhammad Yasir

Nixelus

<https://nixelus.net>

From: Asad Mehmood <asadm@nixelus.net>

Sent: Friday, April 25, 2025 5:59 PM

To: Muhammad Yasir <MYasir@nixelus.net>; Bilal Raja <BilalR@nixelus.net>; Muhammad Hamayun <MHamayun@nixelus.net>; Kashif Hayat <kashifh@nixelus.net>; Arif Khan <ArifK@nixelus.net>

Cc: Tauseef Shezad <TauseefS@nixelus.net>; Arshad Sadal <ArshadS@nixelus.net>; Nixelus Support <Support@nixelus.net>; Asim Jameel <AsimJ@nixelus.net>; Abid Ali <AbidA@nixelus.net>

Subject: Re: Post Failed - Character 5 not valid (NEX 21251)

PFA;

[@Muhammad Yasir](#)

thanks,

Asad

From: Muhammad Yasir <MYasir@nixelus.net>

Sent: Friday, April 25, 2025 4:47 PM

To: Bilal Raja <BilalR@nexelus.net>; Muhammad Hamayun <MHamayun@nexelus.net>; Kashif Hayat <kashifh@nexelus.net>; Arif Khan <ArifK@nexelus.net>; Asad Mehmood <asadm@nexelus.net>
Cc: Tauseef Shezad <TauseefS@nexelus.net>; Arshad Sadal <ArshadS@nexelus.net>; Nexelus Support <Support@nexelus.net>; Asim Jameel <AsimJ@nexelus.net>; Abid Ali <AbidA@nexelus.net>
Subject: Re: Post Failed - Character 5 not valid (NEX 21251)

[@Asad Mehmood](#): please provide a call.

Thanks,

Muhammad Yasir

Nixelus

<https://nexelus.net>

From: Bilal Raja <BilalR@nexelus.net>
Sent: Friday, April 25, 2025 3:03 PM
To: Muhammad Hamayun <MHamayun@nexelus.net>; Kashif Hayat <kashifh@nexelus.net>; Arif Khan <ArifK@nexelus.net>; Muhammad Yasir <MYasir@nexelus.net>
Cc: Tauseef Shezad <TauseefS@nexelus.net>; Arshad Sadal <ArshadS@nexelus.net>; Nexelus Support <Support@nexelus.net>; Asim Jameel <AsimJ@nexelus.net>; Asad Mehmood <asadm@nexelus.net>; Abid Ali <AbidA@nexelus.net>
Subject: RE: Post Failed - Character 5 not valid (NEX 21251)

[@Arif Khan](#) / [@Muhammad Yasir](#)

After deployment of the fix, The invoice with the issue is Now the invoice is stuck in scanning.

Please fix and let us know.

Thanks,

Bilal A. Raja

From: Bilal Raja

Sent: Friday, April 25, 2025 2:03 PM

To: Muhammad Hamayun <MHamayun@nexelus.net>; Kashif Hayat <kashifh@nexelus.net>

Cc: Tauseef Shezad <TauseefS@nexelus.net>; Arshad Sadal <ArshadS@nexelus.net>; Nexelus Support <Support@nexelus.net>; Asim Jameel <AsimJ@nexelus.net>; Asad Mehmood <asadm@nexelus.net>; Abid Ali <AbidA@nexelus.net>; Arif Khan <ArifK@nexelus.net>; Muhammad Yasir <MYasir@nexelus.net>

Subject: RE: Post Failed - Character 5 not valid (NEX 21251)

[@Kashif Hayat](#)

Verify the fix deployed on Apworks QA.

Thanks,

Bilal A. Raja

From: Muhammad Hamayun <MHamayun@nexelus.net>

Sent: Friday, April 25, 2025 12:49 PM

To: Bilal Raja <BilalR@nexelus.net>; Kashif Hayat <kashifh@nexelus.net>

Cc: Tauseef Shezad <TauseefS@nexelus.net>; Arshad Sadal <ArshadS@nexelus.net>; Nexelus Support <Support@nexelus.net>; Asim Jameel <AsimJ@nexelus.net>; Asad Mehmood <asadm@nexelus.net>; Abid Ali <AbidA@nexelus.net>; Arif Khan <ArifK@nexelus.net>; Muhammad Yasir <MYasir@nexelus.net>

Subject: RE: Post Failed - Character 5 not valid (NEX 21251)

[@Bilal Raja](#) and [@Kashif Hayat](#)

The Package has been deployed on QA APworks

Regards

Hamayun

From: Bilal Raja <BilalR@nexelus.net>

Sent: Friday, April 25, 2025 12:26 PM

To: Kashif Hayat <kashifh@nexelus.net>; Muhammad Hamayun <MHamayun@nexelus.net>

Cc: Tauseef Shezad <TauseefS@nexelus.net>; Arshad Sadal <ArshadS@nexelus.net>; Nexelus Support <Support@nexelus.net>; Asim Jameel <AsimJ@nexelus.net>; Asad Mehmood <asadm@nexelus.net>; Abid Ali <AbidA@nexelus.net>; Arif Khan <ArifK@nexelus.net>; Muhammad Yasir <MYasir@nexelus.net>

Subject: RE: Post Failed - Character 5 not valid (NEX 21251)

[@Muhammad Hamayun](#)

Deploy the package on QA Apworks. [@Kashif Hayat](#) Verify the fix after deployment.

Thanks,

Bilal A. Raja

From: Arif Khan <ArifK@nexelus.net>

Sent: Friday, April 25, 2025 12:24 PM

To: Muhammad Yasir <MYasir@nexelus.net>; Bilal Raja <BilalR@nexelus.net>

Cc: Tauseef Shezad <TauseefS@nexelus.net>; Arshad Sadal <ArshadS@nexelus.net>; Nexelus Support <Support@nexelus.net>; Asim Jameel <AsimJ@nexelus.net>; Asad

Mehmood <asadm@nexelus.net>; Abid Ali <AbidA@nexelus.net>

Subject: RE: Post Failed - Character 5 not valid (NEX 21251)

[@Bilal Raja](#)

Please find the package from below path

[DB.zip - Repos](#)

Thanks

Arif K

From: Muhammad Yasir <MYasir@nexelus.net>

Sent: Friday, April 25, 2025 11:59 AM

To: Arif Khan <ArifK@nexelus.net>

Cc: Tauseef Shezad <TauseefS@nexelus.net>; Arshad Sadal <ArshadS@nexelus.net>; Nexelus Support <Support@nexelus.net>; Asim Jameel <AsimJ@nexelus.net>; Bilal Raja <BilalR@nexelus.net>; Asad Mehmood <asadm@nexelus.net>; Abid Ali <AbidA@nexelus.net>

Subject: Re: Post Failed - Character 5 not valid (NEX 21251)

[@Arif Khan](#): We have updated the logic and resolved the issue. Package and pull request has been created. Please review and proceed accordingly.

Pull request link:

https://dev.azure.com/Nixelus/APAAutomation/_git/APAAutomation/pullrequest/1938?_a=files&path=/Database/Client/SPs/apas_document_vendor_mapping_set.sql

Package link:

https://dev.azure.com/Nixelus/APAutomation/_git/APAutomation_Release_Management?path=%2FApworks%202025_1.013U&version=GBAPWorks_2025.1

Thanks,

Muhammad Yasir

Nixelus

<https://nixelus.net>

From: Abid Ali <AbidA@nixelus.net>

Sent: Thursday, April 24, 2025 6:13 PM

To: Asad Mehmood <asadm@nixelus.net>; Nexelus Support <Support@nixelus.net>; Asim Jameel <AsimJ@nixelus.net>; Bilal Raja <BilalR@nixelus.net>; Arif Khan <ArifK@nixelus.net>; Muhammad Yasir <MYasir@nixelus.net>

Cc: Tauseef Shezad <TauseefS@nixelus.net>; Arshad Sadal <ArshadS@nixelus.net>

Subject: RE: Post Failed - Character 5 not valid (NEX 21251)

[@Arif Khan](#) / [@Muhammad Yasir](#),

As discussed, we need to remove the special character from the invoice number during invoice creation.

Could you please provide an update on this item?

Thanks,

Abid Ali

Nixelus

<https://nixelus.net>

From: Asad Mehmood <asadm@nixelus.net>

Sent: Monday, 21 April 2025 4:01 pm

To: Abid Ali <AbidA@nixelus.net>; Nixelus Support <Support@nixelus.net>; Asim Jameel <AsimJ@nixelus.net>; Bilal Raja <BilalR@nixelus.net>; Arif Khan <ArifK@nixelus.net>

Cc: Tauseef Shezad <TauseefS@nixelus.net>; Arshad Sadal <ArshadS@nixelus.net>

Subject: Re: Post Failed - Character 5 not valid (NEX 21251)

++[@Arif Khan](#)

thanks,

Asad

From: Abid Ali

Sent: Friday, April 18, 2025 10:48 AM

To: Nixelus Support; Asim Jameel; Asad Mehmood; Bilal Raja

Cc: Tauseef Shezad; Arshad Sadal

Subject: RE: Post Failed - Character 5 not valid (NEX 21251)

Acknowledged.

++[@Asad Mehmood](#)

++[@Bilal Raja](#)

Thanks,

Abid Ali

Nexelus

<https://nexelus.net>

From: Nexelus Support <Support@nexelus.net>

Sent: Thursday, 17 April 2025 8:21 pm

To: Abid Ali <AbidA@nexelus.net>; Asim Jameel <AsimJ@nexelus.net>

Cc: Tauseef Shezad <TauseefS@nexelus.net>; Arshad Sadal <ArshadS@nexelus.net>;

Nexelus Support <Support@nexelus.net>

Subject: FW: Post Failed - Character 5 not valid (NEX 21251)

[@Abid Ali](#)

We observed that a special character or space in the invoice number on the backend, which is not visible on the front end, is causing the issue. Please review the invoice and address this scenario.

The screenshot shows a database query interface. At the top, there are three SQL queries:

```
5 select * from apad_invoice_document_detail where invoice_document_id = '19110'
6 select * from apad_invoice_document where invoice_number like '%15980'
7 select * from apad_invoice_document raw data
```

Below the queries is a "Result Grid" table with the following columns: voice_flag, master_document_model_id, document_model_request_id, vendor_code, site_id, invoice_number, invoice_date, and a column partially visible as "c".

voice_flag	master_document_model_id	document_model_request_id	vendor_code	site_id	invoice_number	invoice_date	c
	NULL	NULL	0357	PRIMARY	2024-12- 15980	2025-01-01	2
	NULL	NULL	0461	PRIMARY	CICA015980	2025-04-02	2
*	NULL	NULL	NULL	NULL	NULL	NULL	NR

At the bottom of the interface, there is a dropdown menu showing "apad_invoice_document 13" and buttons for "Apply", "Revert", and "Context".

Finance Approval: Danny Le, 2025-04-09 19:52:35 UTC.

Cluep

Cluep Inc.
417 Jefferson Ave.
Toronto, Ontario M6K 1Y3
Canada
VAT # 12345678901
GST # 12345678901

Invoice for Service in Dec 2024

Invoice Number: 2024-12-15980

Invoice Date: 01/01/2025

Payment due date: 02/01/2025

Payment terms: Net 60

Service Term From: 01/01/2025

Service Term To: 01/31/2025

Scanned Total: 18,199.44

Tax Total: 2,370.40

Comments:

Company: Plus Company Media Canada

Client: 1YF - PRAIRIE TOYOTA ADV

GL Date: 01/01/2025

Due Date: 02/01/2025

Currency: Canadian Dollar

Invoice Total: 18,199.44

Discount: 0.00

2024-12-15980-R

Transaction breakdown

Campaign	Campaign Duration	Impressions	Amount (CAD)
Toyota Owners Association - Tundra Heavy up	Nov 19, 2024 - Dec 31, 2024	528,558	15,829.04
PHILLY - GA		Subtotal	6,829.14
		GST	19.45
		Net	18,199.44

Thank you for contacting the Support Team.

Support Team

Ph. 646.558.1950 ext. 115



"Cloud Based Operational Software"

From: Nexelus Support <Support@nexelus.net>

Sent: Thursday, April 17, 2025 8:06 PM

To: Nexelus Support <Support@nexelus.net>; Danny Le <danny.le@pluscompany.com>; Barbara Sévigny <barbara.sevigny@pluscompany.com>

Subject: RE: Post Failed - Character 5 not valid (NEX 21251)

Hi Danny,

We have identified a special character in the invoice number that is not visible on the front end. We have removed the special character from the backend and successfully posted the invoice. Please review.

We are forwarding this scenario to the team for investigation and resolution.

Manage Media Invoice Documents										
BULK POST TO ERP SYSTEM		2024-12-15980							CREATE NEW INVOICE	
<input type="checkbox"/>	File Name	Processed Date	Client	ERP Vendor/Site	Status	Invoice #	Total Invoice Amount	Due Date	Transaction Id	Actions
<input type="checkbox"/>	2024-12-15980-R3.pdf	4/17/2025, 7:47:45 PM	TYF - PRAIRIE TOYOTA ADV ASSD LTD	0357 - CLUEP CANADA ULC	Posted	2024-12-15980	18,199.44 CAD	2/1/2025		View / View Approval History

Thank you for contacting the Support Team.

Support Team

Ph. 646.558.1950 ext. 115



"Cloud Based Operational Software"

From: Nexelus Support <Support@nexelus.net>

Sent: Thursday, April 17, 2025 7:33 PM

To: Danny Le <danny.le@pluscompany.com>; Nexelus Support <Support@nexelus.net>;
Barbara Sévigny <barbara.sevigny@pluscompany.com>

Subject: RE: Post Failed - Character 5 not valid (NEX 21251)

Hi Danny,

We are reviewing it and will get back to you with an update.

Thank you for contacting the Support Team.

Support Team

Ph. 646.558.1950 ext. 115



"Cloud Based Operational Software"

From: Danny Le <danny.le@pluscompany.com>
Sent: Thursday, April 17, 2025 7:01 PM
To: Nexelus Support <Support@nexelus.net>; Barbara Sévigny
<barbara.sevigny@pluscompany.com>
Subject: Post Failed - Character 5 not valid

Hello,

We have tried to post this invoice but it has failed with the message "Character 5 not valid".

Could you please investigate and let us know what that means?

The invoice is under Plus Company Media.

</

Thank you

Danny Le

Technicien aux comptes à payer (Média) / Accounts payable technician (Media)

Plus Company

danny.le@pluscompany.com

pluscompany.com

Ce courriel ainsi que tout fichier joint sont confidentiels et sont à l'intention exclusive de la personne ou de l'entité à qui ils sont adressés. Si vous avez reçu le présent courriel par erreur, veuillez nous en aviser immédiatement et le détruire de votre ordinateur de façon permanente. This email and any files transmitted are confidential and intended solely for the use of the individual or entity to which they are addressed. If you have received this email by error, please notify us immediately and permanently delete it from your computer.