Instructions for Resolving the Most Common Errors in Documents Sent to NOTINO

FOR:

NOTINO s.r.o.

RELEASE DATE:

15.08.2025

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If the NOTINO sender encounters any discrepancies when checking the received EDI message, they will send you (the supplier) a notification message (APERAK negative, or email notification) with a list of specific errors and their codes, requesting that you rectify them.

Below are the most common document errors that appear in EDI documents sent by suppliers to NOTINO. *A complete listing of communicated document processing errors can be found via this link: https://edi.grit.eu/edi-komunikace/notino-eng in the Documentation section*

1.1. H08 Text: Delivery date/time missing or incorrect

The delivery date of the goods that are invoiced is missing.

In INVOIC messages (380, 381) we expect the **date of delivery to be indicated**, either in the header (if one delivery is invoiced) or on each line (if multiple deliveries are invoiced).

Solution:
Add the required data (Date of Delivery) to the INVOIC message export and resend the corrected message

- **For GRiT clients:** If you need assistance with resolving a specific error, please contact ORION customer support at podpora.orion@grit.cz
- **For clients of other EDI providers**: please contact your EDI provider with a technical request to resolve the error.

Example:
***EDIFACT D01.B** – mandatory segment sample*

- *DTM+35:20180417:102' … **delivery date***

1.2. H36 Text: Delivery party GLN missing

The delivery point GLN of the goods being invoiced is missing.

In the INVOIC messages (380, 381) we expect the **GLN of the point of delivery** (i.e. Notino warehouse) **to be provided**, either in the header (if a single delivery is invoiced) or on each line (if multiple deliveries are invoiced).

Solution:
Add the required data (GLN of the delivery point) to the INVOIC export and resend the corrected message

- **For GRiT clients:** If you need assistance with resolving a specific error, please contact ORION customer support at podpora.orion@grit.cz
- **For clients of other EDI providers**: please contact your EDI provider with a technical request to resolve the error.

Example:
***EDIFACT D01.B** – mandatory segment sample*

  - *NAD+DP+8593085094214::9' … **GLN of the delivery point***

1.3. H40 Text: Buyer's order number missing

The customer's (buyer's) order number is missing.

In the INVOIC messages (380, 381) we expect to see **the order number of the customer/buyer** (i.e. Notino) which was used to order the invoiced goods. Either in the header (if one order is invoiced) or on each line (if multiple orders are invoiced).

Solution:
Add the required data (order number) to the INVOIC message export and resend the corrected message

- **For GRiT clients:** If you need assistance with resolving a specific error, please contact ORION customer support at podpora.orion@grit.cz
- **For clients of other EDI providers**: please contact your EDI provider with a technical request to resolve the error.

Example:
***EDIFACT D01.B** – mandatory segment sample*

  - *RFF+ON:BM-2024-023208' … **Customer's (Buyer's) order number***

1.4. H47 - Missing exchange rate to convert VAT data into local currency

The exchange rate for converting the document to the local currency when invoicing in a currency other than the local currency is missing.

For example, in the INVOIC messages (380, 381) we expect the **Czech VAT-registered business** to **indicate the exchange rate** for conversion into CZK at which the VAT is calculated in the Czech currency in the invoice according to the VAT Act.

Solution:
Add the required data (FX rate, FX rate date) to the INVOIC message export and resend the corrected message

- **For GRiT clients:** If you need assistance with resolving a specific error, please contact ORION customer support at podpora.orion@grit.cz
- **For clients of other EDI providers**: please contact your EDI provider with a technical request to resolve the error.

Example:
***EDIFACT D01.B** – mandatory segment sample*

- *CUX+2:EUR:4:1+3:CZK:10E+25.442' … **FX rate***
- *DTM+134:20180417:102' … **FX rate date***

1.5. H48 - Missing date of exchange rate

The exchange rate date and the rate for converting the document to CZK when invoicing in a currency other than the local currency are missing.

In the INVOIC reports (380, 381) we expect **VAT-registered businesses from another EU country** invoicing in a currency other than the local currency to indicate the exchange rate for their local currency, where the final VAT breakdown is also shown on the invoice, when invoicing in that currency.

Solution:
Add the required data (FX rate date, FX rate) to the INVOIC message export and resend the corrected message

- **For GRiT clients:** If you need assistance with resolving a specific error, please contact ORION customer support at podpora.orion@grit.cz
- **For clients of other EDI providers**: please contact your EDI provider with a technical request to resolve the error.

  Example:
  ***EDIFACT D01.B** – mandatory segment sample*

  - *CUX+2:EUR:4:1+3:CZK:10E+25.442' … **FX rate***
  - *DTM+134:20180417:102' … **FX rate date***

1.6. H59 Text: Dispatch advice number is unknown

The number of the invoiced delivery note is missing.

In the INVOIC messages (380, 381) we expect the **delivery note number to be indicated** either in the header (if one delivery is invoiced) or on each line (if multiple deliveries are invoiced).

Solution:
Add the required data (Delivery Note Number) to the INVOIC message export and resend the corrected message

- **For GRiT clients:** If you need assistance with resolving a specific error, please contact ORION customer support at podpora.orion@grit.cz
- **For clients of other EDI providers**: please contact your EDI provider with a technical request to resolve the error.

  Example:
  ***EDIFACT D01.B** – mandatory segment sample*

  - *RFF+DQ:20249001' … **delivery note number***

1.7. S31 - Recalculation of VAT data to local currency missing

Missing conversion of VAT data (final VAT breakdown) to the local currency

In the INVOIC 380, 381 messages we expect **VAT-registered businesses invoicing in a currency other than the local currency**

(i.e. those issuing a domestic invoice in a foreign currency) that when invoicing in that currency, they shall state the exchange rate of

the invoicing currency for their local currency and at the same time a final breakdown of the VAT in their local currency.

Solution:
Add the required data to the INVOIC message export (final VAT breakdown in local currency - for the application of the rate, indicate the VAT base and the VAT amount in local currency, exchange rate, exchange rate date) and resend the corrected message

- **For GRiT clients:** If you need assistance with resolving a specific error, please contact ORION customer support at podpora.orion@grit.cz
- **For clients of other EDI providers**: please contact your EDI provider with a technical request to resolve the error.

Example:
***EDIFACT D01.B** – affected segment sample*

...
- *CUX+2:EUR:4:1+3:CZK:10E+25.442' ... FX rate*
- *DTM+134:20180417:102' ... FX rate date*

...
- *UNS+S'*

...
- *TAX+7+VAT+++0:::0'*
- *MOA+125:1464:EUR' ... VAT base at 0% rate in invoice currency*
- *MOA+124:0:EUR' ... VAT at 0% rate in the invoice currency*
- *MOA+125:37247.09:CZK:10E' ... VAT base at 0% rate in local currency*
- *MOA+124:0:CZK:10E'*
- *TAX+7+VAT+++1:::15'*
- *MOA+125:3000' ... VAT base at reduced rate in invoice currency*
- *MOA+124:450' ... VAT at reduced rate in the invoice currency*
- *MOA+125:76326:CZK:10E' ... VAT base at reduced rate in local currency*
- *MOA+124:11448.9:CZK:10E' ... VAT at reduced rate in local currency*
- *TAX+7+VAT+++1.2:::10'*
- *MOA+125:1200'*
- *MOA+124:120'*

- *MOA+125:30530.4:CZK:10E'*
- *MOA+124:3053.04:CZK:10E'*
- *TAX+7+VAT+++2:::21'*
- *MOA+125:0*
- *MOA+124:0'*
- *MOA+125:0:CZK:10E'*
- *MOA+124:0:CZK:10E'*
- *TAX+7+VAT+++2AE:::21+AE'*
- *MOA+125:25000' … VAT base at standard rate in the reverse charge scheme*
- *MOA+125:636052:CZK:10E' … VAT base at standard rate in the reverse charge scheme in local currency*

  …

1.8. S24 Text: Price invoiced does not match sum of bases and VAT amounts

The sum of the total amounts on the lines does not correspond to the amounts in the final VAT breakdown.

In the INVOIC reports (380, 381) we expect that the sum of the total amounts excluding VAT on the lines broken down by VAT rates (also shown on the lines) is the same as the amounts of the VAT bases in the final VAT breakdown (the so-called SUM section). Furthermore, the amount of the VAT base for each VAT rate in the final VAT breakdown multiplied by the percentage of the rate must be the same as the VAT amount indicated there. Furthermore, we expect that the sum of the total amounts excluding VAT on the lines is the same as the total amount of the invoice excluding VAT. This is a basic consistency check of the invoice.

The most common causes of invoice consistency errors:

- A line has been omitted (most often lines not relating to goods)
- The discount for the whole document is missing (i.e. the amounts in the final breakdown are after the discount, but the discount amount is missing in the final breakdown)
- For a document that is not subject to VAT (e.g. intra-community invoices), the standard VAT rate is left on the lines, while the final breakdown is correctly without VAT
- Incorrect rounding of VAT amount

Solution:
Export the invoice again to be consistent and send a corrected message

- **For GRiT clients:** If you need assistance with resolving a specific error, please contact ORION customer support at podpora.orion@grit.cz
- **For clients of other EDI providers**: please contact your EDI provider with a technical request to resolve the error.

  Example:
  ***EDIFACT D01.B** – affected segment sample*

- *… ALC+A+PICKUP_DISC++1' PCD+3:5' MOA+8:92.9' …* ***amount of discount for document***
  LIN+1++8058664022402:SRV'

- ...
- *MOA+203:512.64'* ... ***amount excluding VAT for line 1***
- ...
- *TAX+7+VAT+++:::21'* ... ***VAT rate for line 1***
- *LIN+2++8058664022586:SRV'*
- ...
- *MOA+203:468.22'* ... ***amount excluding VAT for line 2***
- ...
- *TAX+7+VAT+++:::21'*... ***VAT rate for line 2***
- *LIN+3++8003670913367:SRV'*
- ...
- *MOA+203:330.72'* ... ***amount excluding VAT for line 3***
- ...
- *TAX+7+VAT+++:::21'*... ***VAT rate for line 3***
- *LIN+4++8003670913586:SRV'*
- ...
- *MOA+203:289.34'* ... ***amount excluding VAT for line 4***
- ...
- *TAX+7+VAT+++:::21'*... ***VAT rate for line 4***
- *LIN+5++8003670913402:SRV'*
- ...
- *MOA+203:257'* ... ***amount excluding VAT for line 5***
- ...
- *TAX+7+VAT+++:::21'*... ***VAT rate for line 5***
- *UNS+S'* ... ***invoice final breakdown (SUM section)***
- *MOA+86:2135.67'*
- *MOA+79:1765.02'*
- *MOA+125:1765.02'* ... ***total invoice amount excluding VAT (=512.64+468.22+330.72+289.34+257+1857.92-92.9)***
- *MOA+176:370.65'* ... ***amount of VAT for the invoice at 21% rate (=1765.02*0.21)***
- *MOA+9:2135.67'* ... ***total invoice amount including VAT (=1765.02+2135.67)***
- *MOA+165:0'*
- *TAX+7+VAT+++2:::21'* ... ***final breakdown for 21% VAT***
- *MOA+125:1765.02'* ... ***invoice amount excluding VAT at 21% rate (=512.64+468.22+330.72+289.34+257+1857.92-92.9)***
- *MOA+124:370.65''* ... ***amount of VAT at 21% rate (=1765.02*0.21)***

Table of expected VAT schemes and rates by delivery types:

Notino VAT	Supplier VAT	VAT rate in %	Place of supply	Delivery point – Final warehouse
CZ27609057	CZ	12% and 21%	Domestic	Direct BM – BM delivery Cross-dock BM – JV/NF/EZ
CZ27609057	EU	0 %	EU	Direct BM – BM delivery Cross-dock BM – JV/NF/EZ
CZ27609057	No VAT	0 %	Third country	Direct BM – BM delivery Cross-dock BM – JV/NF/EZ
RO26337523	EU (except RO, including CZ)	0 %	RO-EU	Direct EZ – EZ delivery
RO26337523	RO	19 %	RO	Direct EZ – EZ delivery
IT00299329995	EU (except IT, including CZ)	0%	IT-EU	Direct JV – JV delivery
IT00299329995	IT	22%	IT	Direct JV – JV delivery
PL5262943509	EU (except PL, including CZ)	0%	PL-EU	Direct NF – NF delivery
PL5262943509	PL	23%	PL	Direct NF – NF delivery

1.9. L02 Text: Items[XX]: Unknown GTIN (EAN) - XXXXXXXXXXXXX

Unknown identification of goods.

In INVOIC messages (380, 381), we expect that the goods on the message line will be identified by the pre-listed EAN, while the given Notino classifier (R1, R2, R3) will be used instead of the EAN for services (transport, packaging, etc., so called R-items).

The most common causes of invoice consistency errors:

- Unlisted goods (Notino does not know the EAN used)
- An internal EAN or supplier code has been used for the service (the service should be correctly identified using the Notino classifier - R items)
- Recycling fee has been listed as a separate line (recycling fees must be linked to the item to which the fees relate on the invoice)
- Penny rounding has been entered as a separate line (the penny rounding is shown in the final breakdown of the invoice - SUM section)

Solution:
Export the invoice again to be consistent and send a corrected message

- **For GRiT clients:** If you need assistance with resolving a specific error, please contact ORION customer support at podpora.orion@grit.cz
- **For clients of other EDI providers**: please contact your EDI provider with a technical request to resolve the error.

  Example:
  ***EDIFACT D01.B** – affected segment sample*

- *…*
- *LIN+1++8007403112257:SRV'*
- *…*
- *ALC+C+Recyklační příspěvek++1+AEO' …* ***beginning of the section (SG) with the recycling fee***
- *MOA+8:7.04' …* ***the amount of the recycling fee for the whole line***
- *RTE+2:0.88:1:PCE'…* ***the amount of the recycling fee for 1 piece***
- *LIN+2++8007403114244:SRV'*
- *…*
- *LIN+1++:SRV' …* ***beginning of the section (SG) for service (i.e. the line without EAN)***
- *PIA+1+R1:IN' …* ***internal Notino service code (R-item)***
- *IMD+F++:::S' …* ***item type S, i.e. service***
- *IMD+E++:::Doprava'*
- *…*

1.10. Other errors in invoices

In addition to the above, we recommend paying attention to other circumstances that often cause an invoice to be rejected:

- In the final breakdown of INVOIC messages (380, 381) (SUM section) we expect to see the rounding amount if the total amount to be paid is rounded. Omitting rounding will cause a difference between the EDI invoice and the PDF one
- In INVOIC messages (380, 381) with intra-community supply or supply from third countries, we expect the supplier's account number to be provided in the IBAN format

Solution:
Re-export the invoice to comply with the above rules

- **For GRiT clients:** If you need assistance with resolving a specific error, please contact ORION customer support at podpora.orion@grit.cz
- **For clients of other EDI providers**: please contact your EDI provider with a technical request to resolve the error.

  Example:
  ***EDIFACT D01.B** – affected segment sample*

- *...*
- *NAD+DP+8593085094221::9' ...* ***Notino RO warehouse***
- *NAD+IV+8593085094207::9'*
- *NAD+SU+859999999999::9++Test s.r.o. +Pražská 999/9+Praha++18600'*
- *FII+RB+1234567:308:20240001+0300:::CEKOCZPP:::ČSOB:CZ1703000000000000123457' ...* ***account number including IBAN format***
- *RFF+VA:CZ1119991'*
- *RFF+GN:1119991'*
- *...*
- *UNS+S'*
- *CNT+2:18'*
- *MOA+77:160806'* ***total amount including VAT (=132897.14+27908.39+0.47)***
- *MOA+79:132897.14'*
- *MOA+125:132897.14' ...* ***total amount excluding VAT***
- *MOA+176:27908.39' ...* ***total amount of VAT for all rates***
- *MOA+9:160806' ...* ***total amount to be paid (=132897.14+27908.39+0.47)***
- *MOA+165:0.47' ...* ***amount of rounding***
- *...*

2. Guide to the most common errors on delivery notes sent to NOTINO

In delivery notes transmitted via EDI (DESADV), errors of a similar nature – and consequently the corresponding error messages – may most frequently occur in operational practice, just as they do on invoices. Most frequently, it is a notification of missing information.

Other errors that occur that are specific to DESADV will be described here.

2.1. L29 Text: Incorrectly referenced package hierarchy

Erroneous references within the pallet structure.

In DESADV (351) messages that accompany deliveries on pallets marked with SSCC labels, (also known as pallet delivery notes or pallet DESADVs) we expect the following data structure and hierarchy representing the entire delivery and the individual pallets (i.e. a two-level delivery note scenario):

- Entire delivery - id=1, no reference to a higher level
- 1st pallet - id=2, ref=1 (ref=1 is a reference to a higher level, i.e. the entire delivery)
- 2nd pallet - id=3, ref=1 (ref=1 is a reference to a higher level, i.e. the entire delivery)
- ...
- n-th pallet - id=n+1, ref=1 (ref=1 is a reference to a higher level, i.e. the entire delivery)

Note: IDs do not have to form an unbroken series from 1, but this is a typical solution

<u>Solution:</u>
Re-export the delivery note in the correct structure and send the corrected DESADV message

- **For GRiT clients:** If you need assistance with resolving a specific error, please contact ORION customer support at podpora.orion@grit.cz
- **For clients of other EDI providers**: please contact your EDI provider with a technical request to resolve the error.

  <u>Example:</u>
  EDIFACT D01.B *– affected segment sample*

- *...*
- *CPS+1++1E' ...* ***CPS section (SG) for the entire delivery (1E), CPS order is 1, reference to higher level is missing***
- *PAC+17++201::9'*
- *CPS+2+1' ...* ***CPS section (SG) for the 3rd pallet, CPS order is 2, reference to a higher CPS is 1***
- *PAC+1+:52+201'*
- *MEA+PD+AAA+KGM:5.710'*
- *MEA+PD+HT+MTR'*
- *PCI+33E'*
- *GIN+BJ+385999990000001232' ..* ***SSCC of the 1st pallet***
- *LIN+1++8599999200014:EN' ..* ***1st line of the 1st pallet, 1st delivery line***

- ...
- *LIN+2++8599999200027:EN'*
- ...
- *LIN+3++8599999200031:EN'*
- ...
- *LIN+4++8599999200048:EN'*
- ...
- *CPS+3+1' ...* ***CPS section (SG) for the 3rd pallet, CPS order is 3, reference to a higher CPS is 2***
- *PAC+1+:52+201'*
- *MEA+PD+AAA+KGM:5.891'*
- *MEA+PD+HT+MTR'*
- *PCI+33E'*
- *GIN+BJ+385999900000001249' ..* ***SSCC of the 2nd pallet***
- *LIN+5++8599999200014:EN' ..* ***1st line (goods) of the 2nd pallet, 5th delivery line***
- ...
- *LIN+6++8599999200014:EN'*
- ...
- *CPS+4+1' ...* ***CPS section (SG) for the 3rd pallet, CPS order is 4, reference to a higher CPS is 3***
- *PAC+1+:52+201'*
- *MEA+PD+AAA+KGM:2.195'*
- *MEA+PD+HT+MTR'*
- *PCI+33E'*
- *GIN+BJ+385999900000001256' ..* ***SSCC of the 1st pallet***
- *LIN+7++8599999200014:EN' ..* ***1st line (goods) of the 3rd pallet, 7th delivery line***
- ...
- *LIN+8++8599999200014:EN'*
- ...
- *LIN+9++8599999200014:EN'*
- ...
- *LIN+10++8599999200014:EN'*
- ...
- *CNT+2:10' ..* ***Total number of lines (goods) in the delivery***
- ...

2.2. L30 Text: Items[X]: The custom unit type must have the specified number of units

The number of consumer units per package is missing.

In DESADV (351) messages, we expect the **number of pieces per package to be reported** when the quantity on the line is given in a higher unit of measure (package, carton, etc.). Without this information, the Notino warehouse system cannot determine the number of SKU (consumer units) in the delivery for receipt processing.

Solution:
Add the required data to the INVOIC message export (number of consumer units per package) and resend the corrected message

- **For GRiT clients:** If you need assistance with resolving a specific error, please contact ORION customer support at podpora.orion@grit.cz
- **For clients of other EDI providers**: please contact your EDI provider with a technical request to resolve the error.

  Example:
  ***EDIFACT D01.B** – affected segment sample*

- *…*
- *DTM+35:20180417:102'*
- *LIN+1++8591234123457:SRV'*
- *PIA+5+100013:SA'*
- *IMD+F++:::Z'*
- *IMD+E++:::Krém na ruce 50g, 30 ks v bal' (Hand cream 50g, 30 pcs per pack)*
- *QTY+12:05.000:BAL' … **quantity delivered (provided in a higher unit of measure, here "5 BAL")***
- *QTY+59:30.000' … **number of pcs in the package (here "30 ks v BAL" (30 pcs per pack))***
- *…*

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