Integration Troubleshooting on Request for PO

Overview

Occasionally, there can be the case when the Integration fails while submitting the purchase order request to the R*STARS system. The embedded document provides a list of possible R*Stars error codes you may receive if there is an issue.

RStars_Error_Codes_-
_t_bas_rstars_error_co

This Quick Reference Guide (QRG) shows a user with the **Fiscal Officer** role on how to troubleshoot and resolve the integration issue(s).

NOTE: For best results, use the Google Chrome browser to access eMMA.

If you need help at any time, please reach out to the eMMA helpdesk at emma.helpdesk@maryland.gov.

Step-by-Step Instructions

Troubleshooting the Integration

NOTE: This QRG uses diagrams with specific callouts to show required and optional fields in forms. A yellow callout with
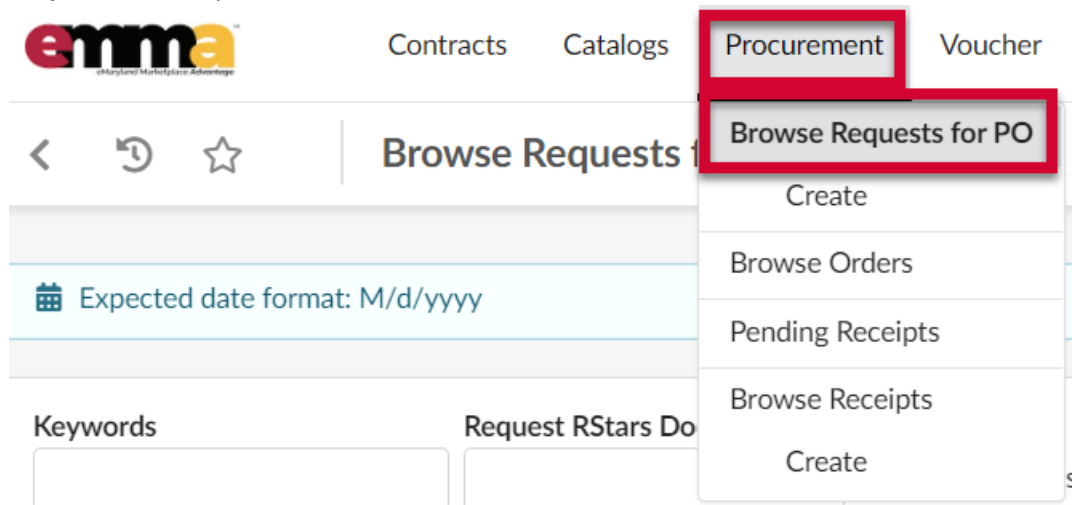
a red border **a** indicates a required field, while yellow callouts with a black border **b** indicate optional fields. Letters within the callouts correspond to the explanations below the diagram. A red asterisk (*) indicates a required field in the eMMA interface.

1. Access eMMA at https://emma.maryland.gov and log in with your credentials.
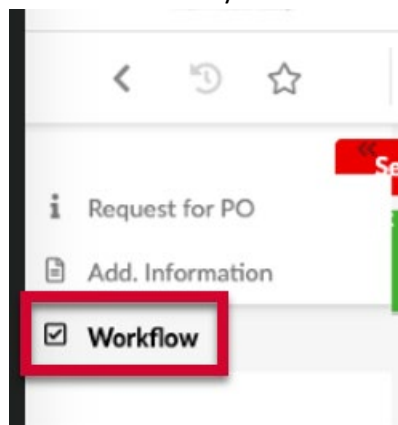
   NOTE: Depending on your agency, you may only need to click the **State SSO Login (Secure Auth)** button or the **MDOT SSO Login (MSAzure)** button and log in with your credentials.
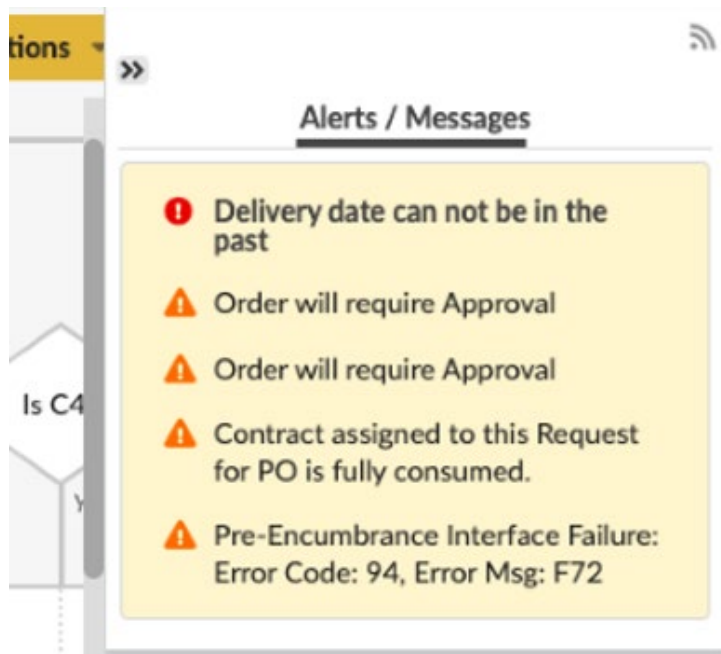
2. Click the **Procurement** tab at the top of the webpage to open the drop-down menu and select the **Browse Request for PO** option.
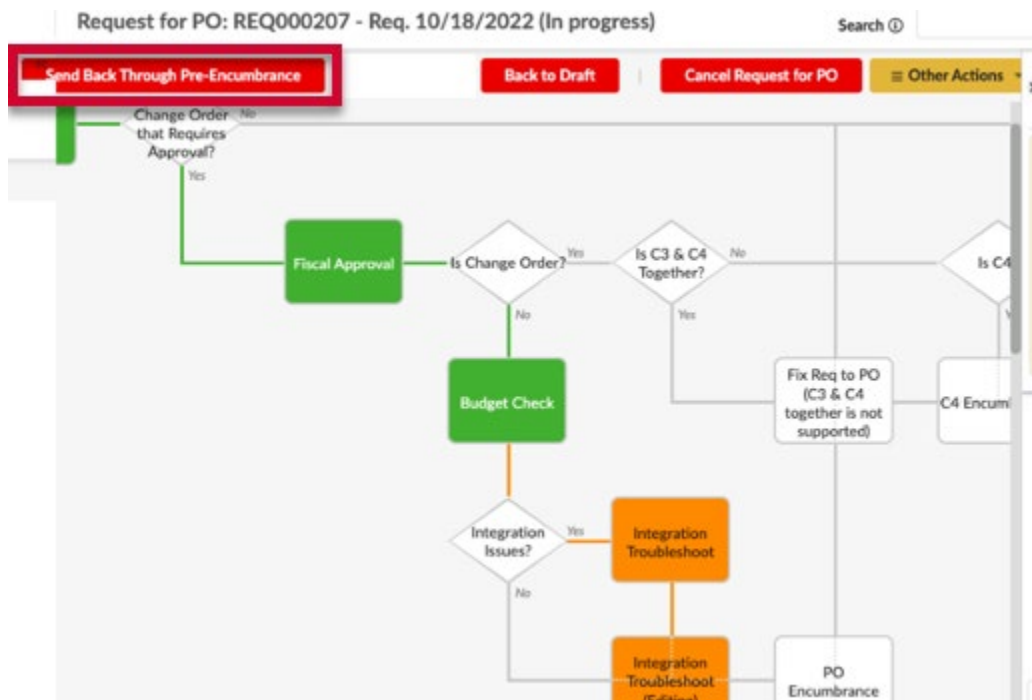

3. Use the **Keywords** field and **Search** button to search for the appropriate purchase order.

4. Click on the Edit (pencil) icon to the left of the purchase order.

5. Click the **Workflow** tab on the left-hand side-panel. The Alerts/Messages panel on the right-hand side of the window shows any issues or errors.

Alerts / Messages

🚫 Delivery date can not be in the past

⚠️ Order will require Approval

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⚠️ Contract assigned to this Request for PO is fully consumed.

⚠️ Pre-Encumbrance Interface Failure: Error Code: 94, Error Msg: F72

6. Based on the error, Fiscal Officer has two options:
   a. If the budgetary values in R*Stars have been adjusted **OR** the integration between R*Stars and eMMA failed, retrigger the integration by clicking the **Send Back Through Pre-Encumbrance** button.

NOTE*:* If nothing can be done on the R*Stars side and the Integration between eMMA and R*Stars didn't fail, then something needs to be adjusted in eMMA. Typically, it would be to lower the amount of the PO to be within the budget of R*Stars, or changing the accounting altogether to hit a different budget. In this case, you would select the option below.

   b. Send PO back to a Draft Status by clicking "**Back to Draft**" so the necessary changes can be made before attempting the Integration again.

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