
EDI claims "XSL File Missing" error message

- **Article Type:** General
 - **Product:** Aleph
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Description:

We have been following the practice of ordering materials by phone or e-mail, but sending claims via EDI. As of six days ago whenever we add a serial claim we get:

- 1) the display of an error message that indicates a print xsl file is missing
- 2) the claim DOES show in the Acq gui
- 3) the claim does NOT show up in the xxx50/print/edi directory so that it can be sent.

This happens in both Test and Prod for all (I think) EDI claims.

Resolution:

The workflow that you describe of placing orders by e-mail or phone but sending claims via EDI is not supported by the system.

As we discovered, the only way you were able to do this up to now was that you never hit "Send" on your orders. Since that has caused other problems, you now need to change something in your workflow. You can send EDI claims only if the order is set up as an EDI order. So, it would be possible to go back and change the order Send Method to EDI for each order after it is "sent" so that you could do claiming that way, but that may be more work than it's worth; you can be the judge of that. While you can certainly examine the possibility of changing the Send Method after sending the order, you may also want to investigate the possibility of sending your orders via EDI, which has benefits of its own.

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