

David Jones PRICAT and PRICAT APERAK SPS Support Guide

- Decision flow at a high level 2
- Trade partner types 2
- David Jones Supplier Data Flow 2
- How to message trace PRICAT 3
 - Using Intouch Monitor Workbench with no document number 3
 - Using Intouch Monitor Workbench with document number 3
- How to determine customer or external 3
- PRICAT common issues 4
- How to message trace PRICAT APERAK (WIP) 6
- PRICAT APERAK common issues (WIP) 6
- Email address updates 6
- Expected resolution time 6
- Internal escalation channels/teams 6
- Troubleshooting 7

Decision flow at a high level

1. Case / Query received
2. Check if our customer / uses our solution
 - a. If YES
 - i. Advise summary of issue
 - ii. Work with supplier / retailer or internal teams until resolution
 - b. If No
 - i. Advise short summary of issue
 - ii. Advise that their VAN / EDI solution provider should be contacted to further assist

Trade partner types

- **SPS Customer:** For those sending via SPS System Automation or SPS Fulfillment
- **SPS Customer Legacy:** For those sending via ABS or Legacy Intouch
- **T&C Supplier:** For those who have their own VAN/Solution provider and sending via CVAN connection
- **T&C Legacy Supplier:** For those who have their own VAN/Solution provider and sending via Legacy Intouch connection

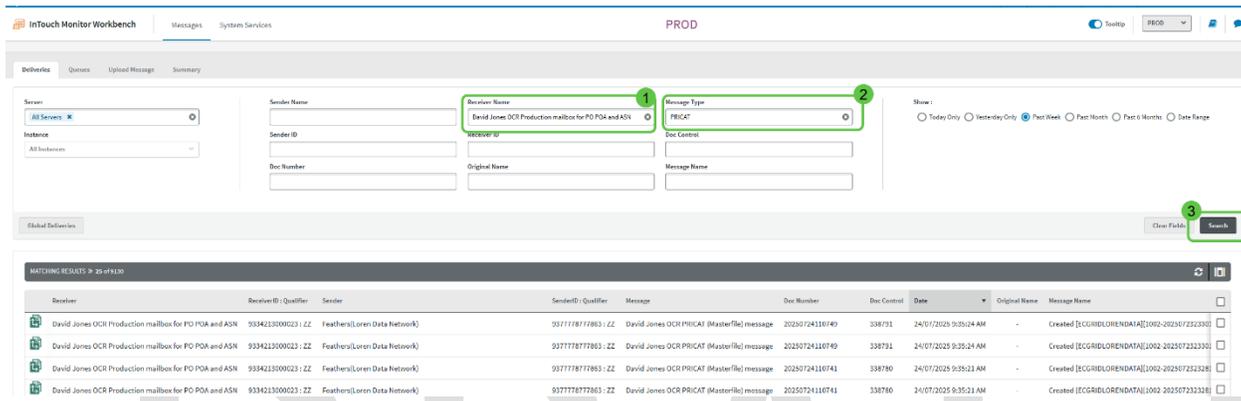
David Jones Supplier Data Flow

- **SPS Customer** > DC4 > CVAN / Minivan / Routing Manager > Intouch > David Jones
- **SPS Customer Legacy** > Intouch > David Jones
- **T&C Supplier** > CVAN / Minivan / Routing Manager > Intouch > David Jones
- **T&C Legacy Supplier** > Intouch > David Jones

How to message trace PRICAT

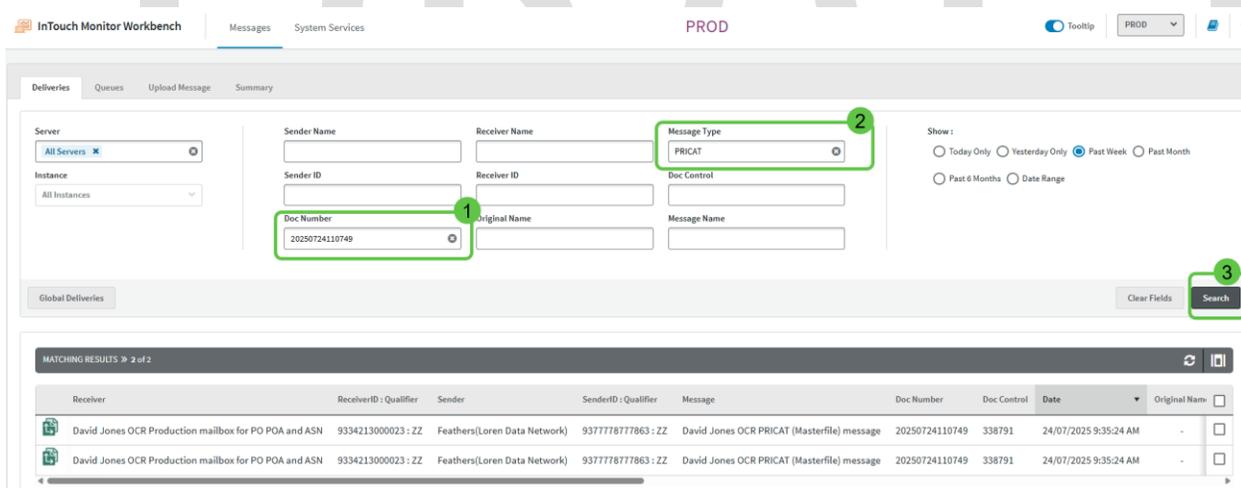
Using Intouch Monitor Workbench with no document number

This option is best used for all types of trade partners when no document number is provided. If you are unable to find the file, you will need to further troubleshoot (see Troubleshooting section)



Using Intouch Monitor Workbench with document number

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How to determine customer or external

When you find the transmission, you are after in Intouch Monitor Workbench, open the Delivery Details tab.

Under the delivery summary, you can see the Sender. Whatever is in the brackets will usually display the VAN of the Sender.

You can also view more details by grabbing the Fingerprint (Under Source Message Details) and searching for that in Transaction Tracker to see where the file originally came from.

Original Message Modified Message Delivered Message **Delivery Details**

Delivery Summary:
 Delivery Stamp : 2025-07-24T00:06:56.05
 Sender : Calibre Clothing(SPS Commerce Network)
 Sender ID and Qualifier : 9377778148899 : ZZ
 Receiver : David Jones OCR Production mailbox for PO POA and ASN
 Receiver ID and Qualifier : 9334213000023 : ZZ
 Document Type : David Jones OCR PRICAT (Masterfile) message
 Interchange Control Number : 100002868
 Document No. : 230
 Original Name : -
 Delivered Name : -
 Server : PRO-ITXAWSP-Q-A
 Instance : 2
 Delivery Status : Created [SPS_COMMERCEVAN]e1a29652-774d-4823-8da5-59538290db6b@2.xcmsg in the [Inbox] folder of Mailbox [DJ_OCR_ESB_PROD] with id [272535536]

Source Message Details:
 Date Received : 2025-07-24 00:06:53
 Client Status : Processed
 Web Status : NULL
 MessageDataExtracted : True
 Fingerprint : f81e8a96-ce1a-44b5-80cd-8369bc815aaf
 HEADER : UNA:+.? 'UNB+UNOC:3+9377778148899:ZZ+9334213000023:ZZ+250723:0906+100002868+++1'UNH+3868+PRICAT:D:01B:UN:EAN008'
 TRAILER : UNT+222+3868'UNZ+1+100002868'

PRICAT common issues

Intouch error list

Error message	Troubleshoot	Solution
REF.DE 1154[AJT] contains . Error, Value is required numeric and maximum permissible length 4 digits.	1) Export input file and view in text editor like Notepad++ 2) Search for RFF+AJT:'	Advise sender that they are missing input in the RFF+AJT (Class code) segment Sample good input: RFF+AJT:145' Sample bad input: RFF+AJT:'
REF.DE 1154[AUY] contains . Error, Value is required numeric and maximum permissible length 4 digits.	1) Export input file and view in text editor like Notepad++ 2) Search for RFF+AUY:'	Advise sender that they are missing input in the RFF+AUY (Sub class code) segment

		<p>Sample good input: RFF+AUJ:1'</p> <p>Sample bad input: RFF+AUJ:!</p>
Error, RFF[AJT] Value is mandatory	<ol style="list-style-type: none"> 1) Export input file and view in text editor like Notepad++ 2) Search for LIN+ to count how many there are 3) Search for RFF+AUJ:!' to count how many there are 4) If the count does not match, then LIN segment is missing RFF+AJT segment 	Advise sender that they are missing RFF+AJT (Class code) segment for a LIN (Line item) segment
Inconsistency found for messages coming from [ID:XXXXX] as multiple messages are of the same	1) Go to sender's Intouch Account and review the messages coming from	<p>The issue is due to duplicate message type.</p> <p>Reach out to SPS Testing Consultant / APAC Tier 2 to fix</p>
An error occurred while executing the native message handler. Failed Index was outside the bounds of the array.	1) Compare input to see any differences	<p>This could be a mapping issue or input issue from sender</p> <p>Raise SVC to APAC Tier 2 if you are unable to find root cause</p>
Unable to load the message receiver with a EDI Code property value of [XXXXX]	1) Grab Sender EDI ID from input and check in Salesforce for a project	<p>EDI ID has not been set up on Intouch.</p> <p>Reach out to SPS Testing Consultant / APAC Tier 2 to fix</p>
Member does not specify a relationship with the incoming message and is therefore not allowed to receive this message.	1) Go to sender's Intouch Account and review the document relationship setup	<p>There is no document relationship setup.</p> <p>Reach out to SPS Testing Consultant / APAC Tier 2 to fix</p>
Message receiver does not specify a relationship with the outgoing message and is therefore not allowed to receive this message.	1) Go to receiver's Intouch Account and review the document relationship setup	<p>There is no document relationship setup.</p> <p>Reach out to SPS Testing Consultant / APAC Tier 2 to fix</p>
There are no message definitions defined between sender XXXXX and receiver XXXXX at relationship Id XXXXX	1) Go to receiver's Intouch Account and review the trading relationship setup	<p>There is no message definition setup.</p> <p>Reach out to SPS Testing Consultant / APAC Tier 2 to fix</p>
Unable to send error notification email due to missing setup, please check InTouch Error Log for detailed information.	1) Go to sender's Intouch Account and review email setup	<p>There is no email address setup for auto emails</p> <p>You can set this up in Intouch Admin Workbench or send SVC for APAC Tier 2</p>

Message failed to process through the network Unable to identify the type of message	1) Review current failed input with past successful input	Input received is not in the correct expected format Once issue identified, reach out to sender for them to review, amend and resend Any further troubleshooting required, send SVC to APAC Tier 2
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How to message trace PRICAT APERAK (WIP)

PRICAT APERAK common issues (WIP)

Email address updates

Please refer to these guides:

- [InTouch Admin Workbench: How to Add Email Address to InTouch Accounts](#)
- [Email Notifications in CCS](#)

Expected resolution time (WIP)

Internal escalation channels/teams

Team	What to contact them for	How to contact them
APAC Australia Support	<ul style="list-style-type: none"> • For any urgent assistance during APAC hours • First point of contact for suppliers/VAN queries 	<ul style="list-style-type: none"> • Slack channel: #apac-support-queue-masters • Manager: Jonathan Muyambi
APAC Tier 2	<ul style="list-style-type: none"> • First point of contact for David Jones queries • Escalation point for Message tracing / Troubleshooting for internal teams 	<ul style="list-style-type: none"> • Refer to this guide • Slack channel: #apac-intouch-qna • Manager: Jonathan Muyambi
APAC EDI Testing	<ul style="list-style-type: none"> • For any T&C Project updates • First round transmissions after go-live 	<ul style="list-style-type: none"> • Send email to: editesting_anz@spscommerce.com • Manager: Gizelle D’Silva

APAC EDI Solutions	<ul style="list-style-type: none"> Any mapping issues on SPS Legacy 	<ul style="list-style-type: none"> Create Jira ticket to EDI Solutions team Manager: Param Cheema
APAC Tech Ops	<ul style="list-style-type: none"> Any connectivity issues for David Jones 	<ul style="list-style-type: none"> Create Jira ticket to APAC Tech Ops team Manager: Jeff Searles

Troubleshooting

1. I cannot find PRICAT using Intouch Monitor Workbench, what else can I do?

a. For SPS Customer / SPS Customer Legacy:

- i. You will need to determine if the PRICAT was created and sent to the respective process.
- ii. Then check for any validation errors or setup issues
- iii. You could also check the [back up location for failures](#)
- iv. You could also contact internal escalation paths

b. For T&C Supplier / T&C Legacy Supplier:

- i. You will need confirmation from sender/ sender VAN that they have sent it to SPS Commerce. An FTP log or AS2 MDN will be useful to help with further investigation
- ii. Then check for any validation errors or setup issues
- iii. You could also check the [back up location for failures](#)
- iv. You could also contact internal escalation paths