# Pre-Advice Troubleshooter
## FastTrack system

### 'Headers are incorrect in the uploaded file'

Action: Check your file's headers, are they spelt correctly?Is the capitalization correct? Is there enough distance between columns to read the full cell?

BAD Example:
- The r In booking reference should be a capitalized (R)
- Column C should be expended so the full EAN is visible
- QUANTITY should only be capitalized at the start (Quantity)

| | A | B | C | D |
|---|---|---|---|---|
| | Supplier | Booking reference | EAN | QUANTITY |
| | A72370 | X003659607 | 761087 | 11 |
| | A72370 | X003659607 | 761087 | 15 |
| | A72370 | X003659607 | 761087 | 30 |

GOOD Example:

| | A | B | C | D |
|---|---|---|---|---|
| | Supplier | Booking Reference | EAN | Quantity |
| | A72370 | X003659607 | 7610875717915 | 11 |
| | A72370 | X003659607 | 7610875717908 | 15 |
| | A72370 | X003659607 | 7610875717892 | 30 |

### 'The booking 'X078XXXX' in the upload file ('X078XXXX.csv') does not match the selected booking 'X0036XXXX'
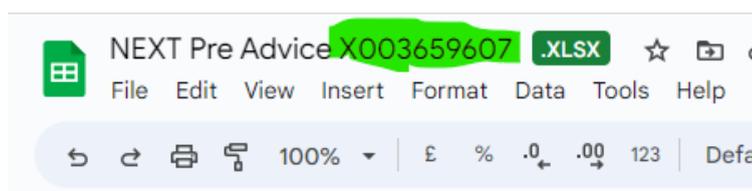
Action: Check your booking reference number is also in the file name you are uploading. You can call it anything, it just has to contain the booking reference.

Example:

**Booking Reference:** X003659607

**Supplier:** ▮▮▮▮▮▮▮▮

**Delivery address:** NEXT Distribution Ltd, Elmsall Way Warehouse, Elmsall Way, Dale Lane Industrial Estate, South Elmsall, Pontefract, WF9 2XT

NEXT Pre Advice X003659607 .XLSX ☆ 🗁

File  Edit  View  Insert  Format  Data  Tools  Help

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| | A | B | C | D |
|---|---|---|---|---|
| 1 | Supplier | Booking Reference | EAN | Quantity |
| 2 | A72370 | X003659607 | 7610875717915 | 11 |
| 3 | A72370 | X003659607 | 7610875717908 | 15 |

## ['EOF Marker missing'](#)

Action: The last row of your data should contain the text EOF
This tells the system it's the End of the field and that it does not have to read beyond that point. Otherwise, it will keep reading forever!

| | | | | | |
|---|---|---|---|---|---|
| 10 | A29300 | X003707928 | 3Z3012956 | 1 | 642447651720 |
| 11 | A29300 | X003707928 | 3Z3013078 | 1 | 642447652192 |
| 12 | EOF | | | | |

## ['Booking reference does not match'](#)

Action: The booking reference should be present in the pre-advice column B.
This is taken from your booking in FastTrack.

| A | B | C | D |
|---|---|---|---|
| Supplier | Booking Reference | EAN | Quantity |
| A72370 | X003659607 | 7610875717915 | 11 |
| A72370 | X003659607 | 7610875717908 | 15 |
| A72370 | X003659607 | 7610875717892 | 30 |
| A72370 | X003659607 | 7610875717885 | 4 |
| A72370 | X003659607 | 7610875797764 | 1 |
| A72370 | X003659607 | 7610875797733 | 3 |
| A72370 | X003659607 | 7610875797740 | 7 |

## ['Supplier number does not match'](#)

Action: The 'Supplier' column (A) should contain your supplier number which corresponds to the booking you are making.
*Note: Some of our brand partners have more than one supplier number, please check you have booked your items under the correct one.*

## Booking Reference: X003659607

Supplier ▓▓▓▓▓▓▓▓▓▓ (A38391)

| Supplier | Booking Reference | EAN | Quantity |
|---|---|---|---|
| A38391 | X003659607 | 7610875717915 | 11 |
| A38391 | X003659607 | 7610875717908 | 15 |

## ['Contract XXXXXX-01 does not exist/match for this supplier'](#)

Action: Please contact your buying/merch team to understand why this contract doesn't match. They are best placed to help correct it in the first instance.
Please also ensure you have had your Next item numbers back from your PIF before booking.

### 'EAN XXXXXX does not exist/match for this supplier'

Action: Please contact your buying/merch team to understand why this EAN doesn't match. They are best placed to help correct it in the first instance. Please also ensure you have had your Next item numbers back from your PIF before booking.

### HELP – I'm still having trouble!

If you cannot find the solution to your issue above then please contact ashley_burrows@next.co.uk