Corpay Complete Bulk Operations 2.0

Payment File Troubleshooting Guide

Version 1.0

Version	Date	Description of Changes
1.0	07/28/2026	Initial Release

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Overview

This guide helps users identify and resolve **validation errors that may occur when processing payment files through Bulk Operations 2.0**. During file processing, Corpay Complete validates the information provided in each payment record. If a record contains missing, invalid, duplicate, or unsupported data, the record may fail validation and display an alert message.

Validation errors are evaluated at the record level. As a result, one or more records in a file may fail while other records in the same file continue processing successfully. When an error occurs, the affected record is not created or updated until the issue is corrected.

Use this guide to understand what an alert message means, determine why the error occurred, and identify the steps needed to resolve the issue. The alert messages in this guide are organized by category to help users quickly locate related errors and recommended resolutions.

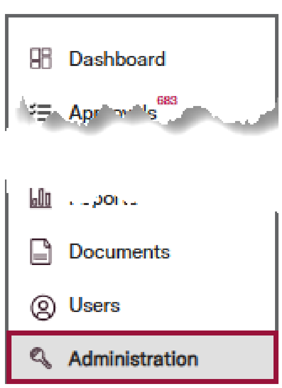
For information about using **Bulk Operations 2.0**, including downloading templates, uploading files, reviewing file processing results, and reuploading corrected files, refer to the **Corpay Complete Payments Module User Guide** and **Corpay Complete Invoices Module User Guide**.

How to Resolve an Issue in Bulk Operations 2.0

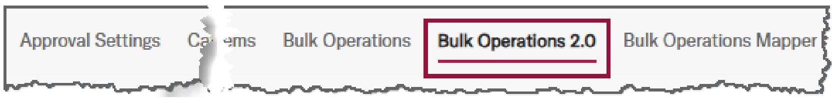
When a file is processed through Bulk Operations 2.0, any records that cannot be processed successfully display an alert message in the **Alerts** column on the **File Details** page.

To resolve an issue:

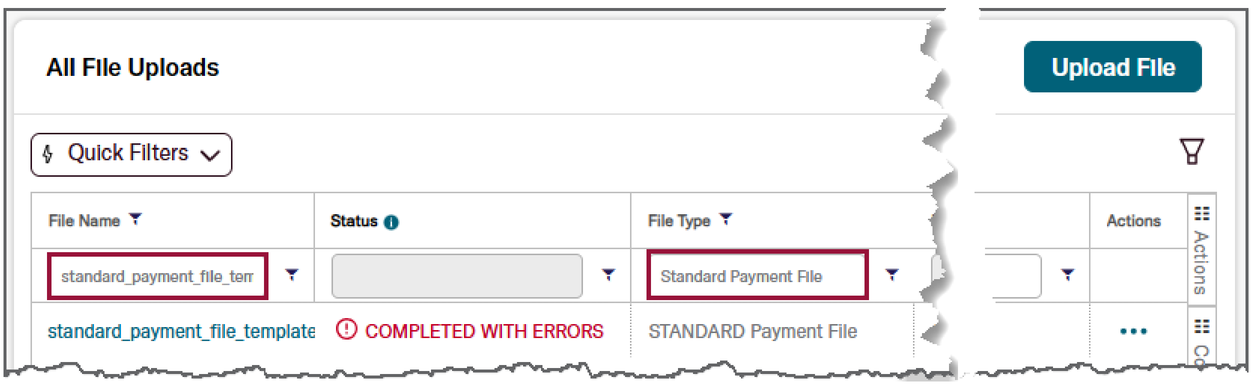
1. Click the **Administration** module in the left-side navigation pane.



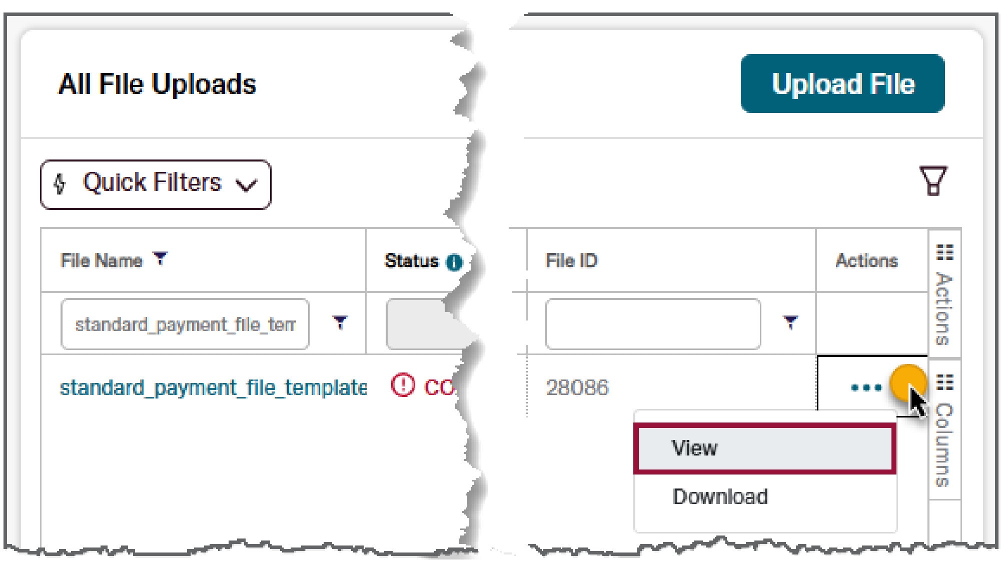
2. Click the **Bulk Operations 2.0** tab.



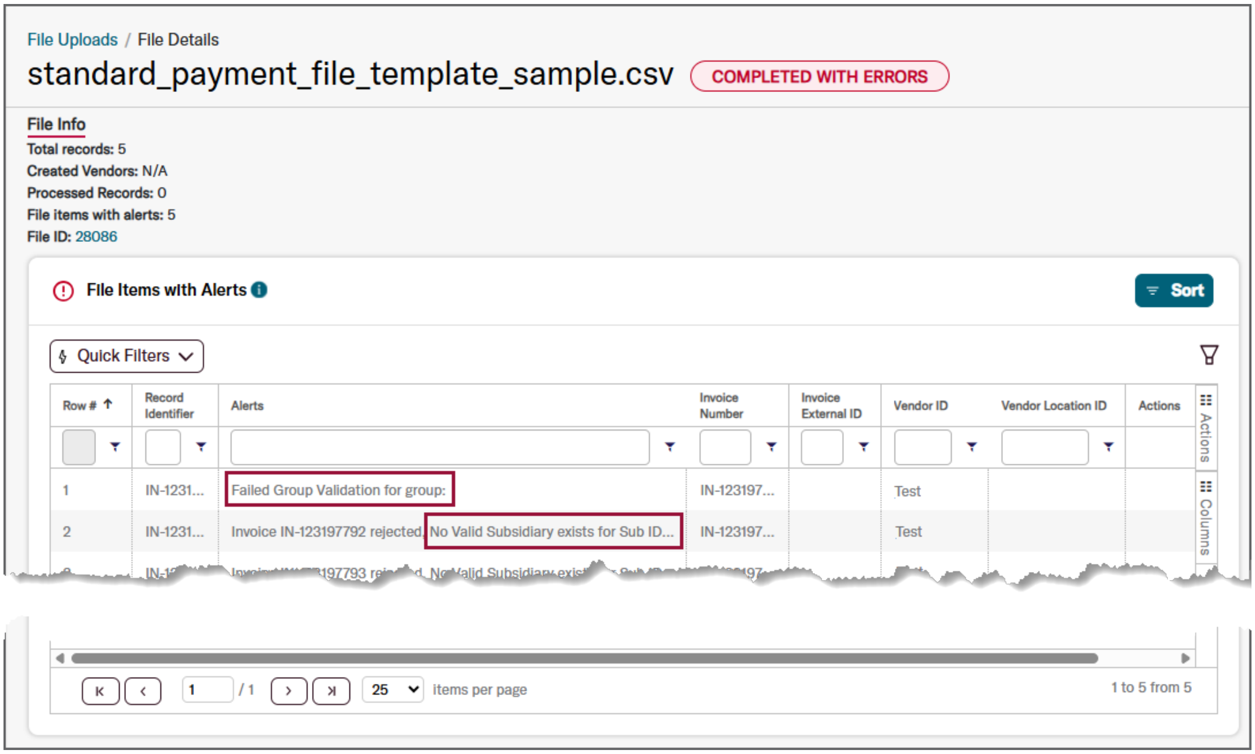
3. In the **All File Uploads** grid, search for the uploaded payment file using the **filter fields**.



4. Click the **ellipses** icon and select **View** to open the **File Details** page.



5. Review the **Alerts** column to see alert message displayed for the affected record.



6. Find the matching alert message in this guide.

7. Review the explanation to understand why the error occurred and follow the recommended resolution steps.

8. Update the source file with the required corrections.

9. Reupload the file to process the corrected records.

For assistance with troubleshooting Bulk Operations 2.0, contact the **Customer Success** team at **customersuccess@corpay.com**.

Duplicate and Uniqueness Errors

These errors are generated when invoice numbers, Vendor IDs, location names, or other required identifiers already exist in the system or appear more than once in the uploaded file.

Duplicate invoice detail(s) found

What It Means

The uploaded file contains invoice records with duplicate invoice identification information, such as invoice numbers or external IDs.

Resolution

Review the invoice values in the source file and identify duplicate invoice records. Remove or correct duplicate entries and upload the file again.

Invoice: Uniqueness validation failed for the following attributes: number

What It Means

The invoice number provided for the record matches an invoice number that already exists in Corpay Complete.

Resolution

Verify that the invoice number is correct and determine whether the invoice already exists in Corpay Complete. If the invoice number already exists in Corpay Complete, update the number to a unique value and upload the file again.

Invoice: Uniqueness validation failed for the following attributes: number, external_id

What It Means

The invoice number, external ID, or both values match an existing invoice in Corpay Complete.

Resolution

Review the invoice number and external ID values provided for the record. Correct any duplicate values and upload the file again.

Vendor: Uniqueness validation failed for the following attributes: vendor_id

What It Means

The Vendor ID provided for the record matches a Vendor ID that already exists in Corpay Complete.

Resolution

Verify that the Vendor ID is correct and determine whether the Vendor already exists in Corpay Complete. Correct the Vendor ID as needed in the source file and upload the file again.

Vendor Information Errors

These errors occur when Vendor information cannot be matched to a valid Vendor record in Corpay Complete.

Invoice: An ACTIVE vendor is required

What It Means

The Vendor associated with the record is not active in Corpay Complete.

Resolution

Review the Vendor record in Corpay Complete and verify that it is active. If appropriate, change the Vendor's status to Active and upload the file again. If the Vendor's status should remain inactive, update the record to reference the correct active Vendor.

Credit memo requires vendor

What It Means

The credit memo record is not associated with a valid Vendor record in Corpay Complete.

Resolution

Review the Vendor information associated with the credit memo and verify that the Vendor exists in Corpay Complete. Ensure the payment file contains valid Vendor information and upload the file again.

Vendor Address Errors

These errors indicate that Vendor address information needed for the record is missing or incomplete.

Missing vendor address fields: No address data provided

What It Means

No Vendor address information was provided for the record.

Resolution

Review the Vendor address information associated with the payment record and add the missing address data. After the information is corrected, upload the file again.

Missing vendor address fields: Address 1, City, Country, State, Zipcode

What It Means

The Vendor associated with the record is missing the Address 1, City, Country, State, and Zipcode fields.

Resolution

Review the Vendor address information associated with the record and add the missing Address 1, City, Country, State, and Zipcode values. After the information is corrected, upload the file again.

Invoice: Missing zipcode in vendor

What It Means

The Vendor associated with the invoice is missing a zipcode.

Resolution

Review the Vendor information associated with the invoice and add the missing zipcode. After the information is corrected, upload the file again.

Invoice: Missing state in vendor

What It Means

The Vendor associated with the invoice is missing a state.

Resolution

Review the Vendor information associated with the invoice and add the missing state. After the information is corrected, upload the file again.

Invoice: Missing city in vendor

What It Means

The Vendor associated with the invoice is missing a city.

Resolution

Review the Vendor information associated with the invoice and add the missing city. After the information is corrected, upload the file again.

Invoice: Missing state in vendor, Missing zipcode in vendor

What It Means

The Vendor associated with the invoice is missing the state and zipcode information.

Resolution

Review the Vendor information associated with the invoice and add the missing state and zipcode information. After the information is corrected, upload the file again.

Payment Configuration Errors

These errors occur when payment configuration information required for processing is missing, invalid, or not permitted.

Invoice: A valid payment method is required. Please set a default payment method for the vendor.

What It Means

The Vendor associated with the invoice does not have a valid default payment method configured in Corpay Complete.

Resolution

For assistance with resolving this issue, please submit a request to **customersuccess@corpay.com**. Be sure to include the **File ID** and **Vendor ID** shown in the error message.

A valid payment method is required. External default payment method types are not valid.

What It Means

The Vendor associated with the record does not have a valid payment method configuration available for processing.

Resolution

For assistance with resolving this issue, please submit a request to **customersuccess@corpay.com**. Be sure to include the **File ID** and **Vendor ID** shown in the error message.

Invoice Amount and Financial Validation Errors

These errors occur when invoice amounts, payment amounts, or financial calculations do not meet processing requirements.

This payment is more than the Outstanding balance

What It Means

The payment amount exceeds the remaining balance available for the invoice.

Resolution

Review the payment amount and the outstanding invoice balance. Correct the payment amount as needed and upload the file again.

Invoice: Payable amount is less than zero

What It Means

The payable amount calculated for the invoice is less than zero.

Resolution

Review the invoice amount information and verify that the invoice and payment amounts are correct. Correct the information as needed and upload the file again.

Subsidiary, Location, and ERP Reference Errors

These errors occur when information provided in the file cannot be matched to a valid reference record in Corpay Complete.

No Valid Subsidiary exists for Sub ID

What It Means

The Subsidiary ID provided for the record could not be matched to a valid Subsidiary in Corpay Complete.

Resolution

Verify that the Subsidiary ID is correct and that the referenced Subsidiary exists and is active in Corpay Complete. Correct the information as needed in Corpay Complete or the payment file and upload the file again.

Currency is not valid

What It Means

The currency specified for the record is not recognized as a valid currency.

Resolution

Review the currency provided for the record and verify that it is correct. Correct the currency information as needed in the payment file and upload the file again.

File Mapping and Formatting Errors

These errors occur when the uploaded file contains formatting issues, missing information, or data that cannot be processed as provided.

No mapped data found for row #<XXX>. Please verify the data and how it's mapped.

What It Means

The information in the specified row could not be processed because the data does not appear in the expected location or format.

Resolution

Review the row identified in the alert and verify that the correct template was used, the data appears in the correct columns, and all required information is provided. Correct the payment file as needed and upload the file again.

Error: No mapping data

What It Means

The file does not contain the information required for processing, or the information is not organized as expected.

Resolution

Verify that the correct template was used and that the required information is present in the file. Correct the file as needed and upload it again.

string length (XXX) exceeds the limit 128

What It Means

One of the fields in the file contains more characters than the maximum allowed length.

Resolution

For assistance with resolving this issue, please submit a request to **customersuccess@corpay.com**. Be sure to include the **File ID** associated with the error message.

Blank row message

What It Means

The uploaded file contains one or more blank rows.

Resolution

Remove blank rows from the file and upload the corrected file again.