

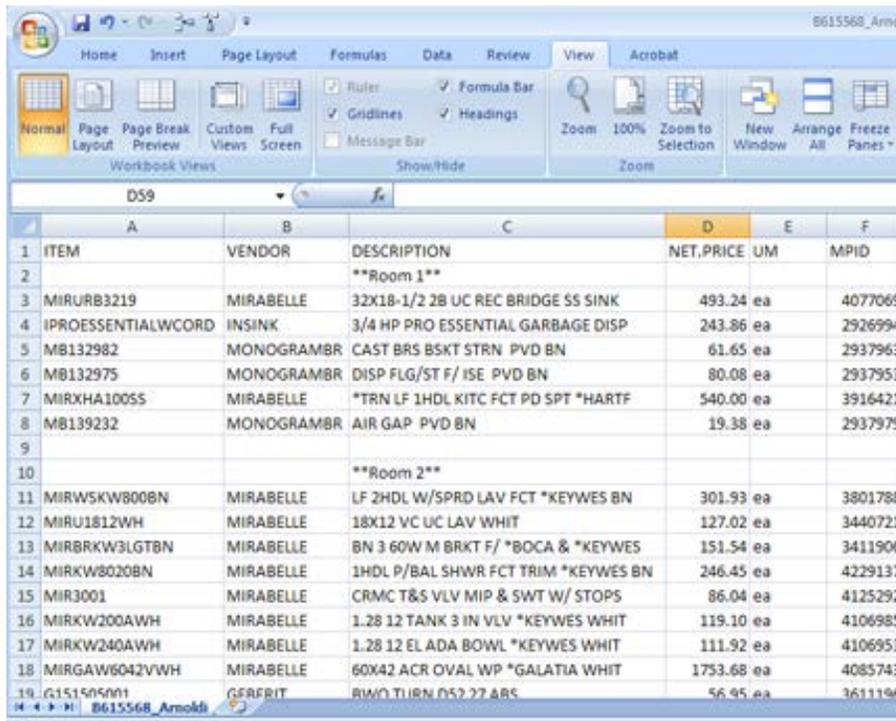
## Common Template Problems and Solutions

On the ProVisions website:

Problem: Parsing error with a designated row.

Solution: Check the row specified in the error message. Is there a room name? Is it formatted correctly?

- First room name must be in row 2
- Any other room names must have a blank row above them.



	A	B	C	D	E	F
1	ITEM	VENDOR	DESCRIPTION	NET PRICE	UM	MPID
2			**Room 1**			
3	MIRURB3219	MIRABELLE	32X18-1/2 2B UC REC BRIDGE SS SINK	493.24	ea	4077069
4	I PRO ESSENTIAL WCORD	INSINK	3/4 HP PRO ESSENTIAL GARBAGE DISP	243.86	ea	2926994
5	MB132982	MONOGRAMBR	CAST BRS BSKT STRN PVD BN	61.65	ea	2937963
6	MB132975	MONOGRAMBR	DISP FLG/ST F/ ISE PVD BN	80.08	ea	2937953
7	MIRXHA10055	MIRABELLE	*TRN LF 1HDL KITC FCT PD SPT *HARTF	540.00	ea	3916421
8	MB139232	MONOGRAMBR	AIR GAP PVD BN	19.38	ea	2937979
9						
10			**Room 2**			
11	MIRWSKW800BN	MIRABELLE	LF 2HDL W/SPRD LAV FCT *KEYWES BN	301.93	ea	3801788
12	MIRU1812WH	MIRABELLE	18X12 VC UC LAV WHIT	127.02	ea	3440721
13	MIRBRKW3LGTBN	MIRABELLE	BN 3 60W M BRKT F/ *BOCA & *KEYWES	151.54	ea	3411906
14	MIRKW8020BN	MIRABELLE	1HDL P/BAL SHWR FCT TRIM *KEYWES BN	246.45	ea	4229137
15	MIR3001	MIRABELLE	CRMC T&S VLV MIP & SWT W/ STOPS	86.04	ea	4125292
16	MIRKW200AWH	MIRABELLE	1.28 12 TANK 3 IN VLV *KEYWES WHIT	119.10	ea	4106985
17	MIRKW240AWH	MIRABELLE	1.28 12 EL ADA BOWL *KEYWES WHIT	111.92	ea	4106953
18	MIRGAW6042VWH	MIRABELLE	60X42 ACR OVAL WP *GALATIA WHIT	1753.68	ea	4085743
19	G151505001	GERFRIT	RWD TURN D52 27 & RS	56.95	ea	3611196

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Problem: Parsing error – unknown error

Solution: This error is usually due to the presence of an empty room. If there is a room name on the bid with no products beneath it, it will cause the “unknown error” to occur.

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Problem: Other parsing errors

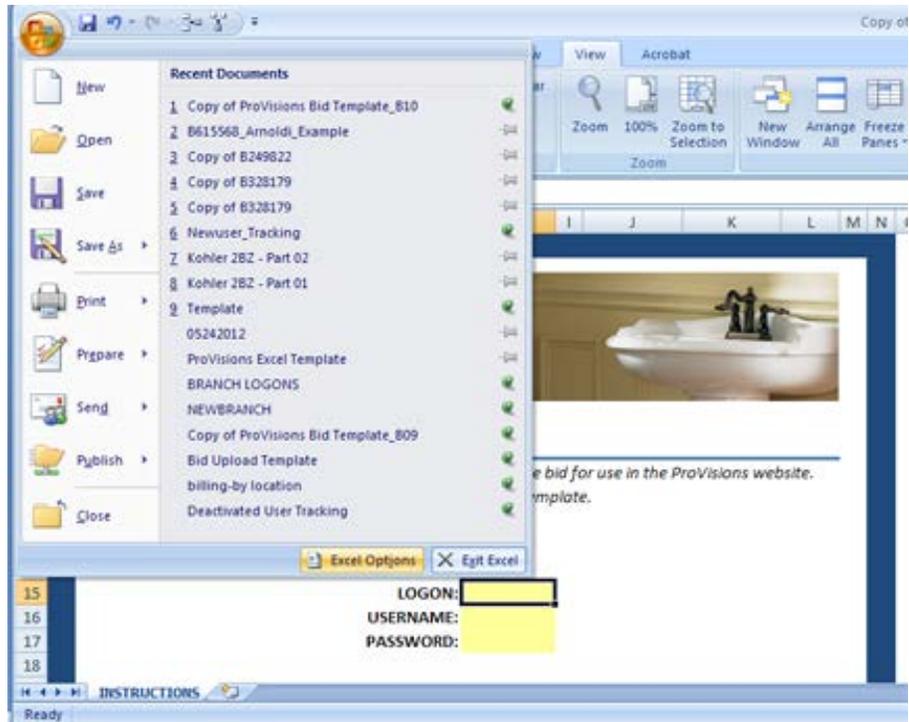
Solution: All other parsing errors will be self-explanatory, such as missing vendor name or description.

In Excel

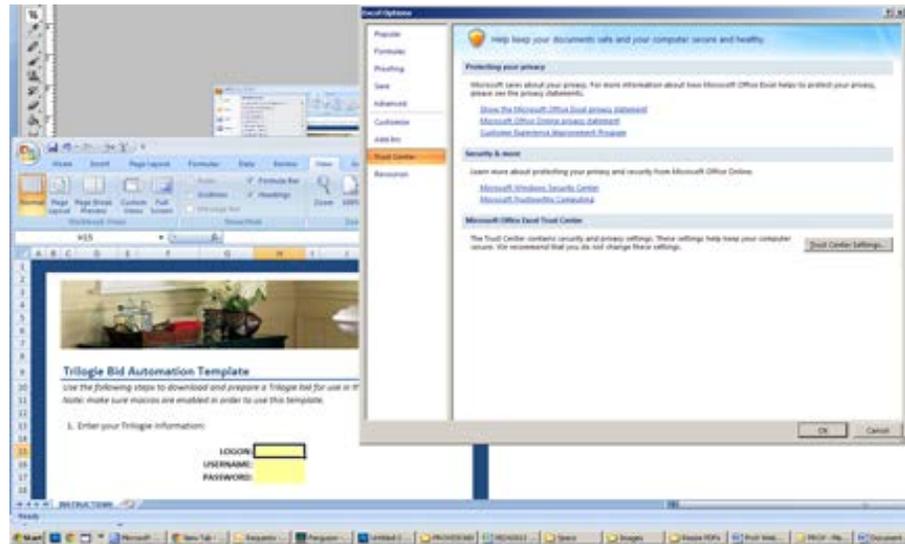
Problem: "Debug" error message.

Solution: There are two solutions to this problem. If the first does not work, move on to the next:

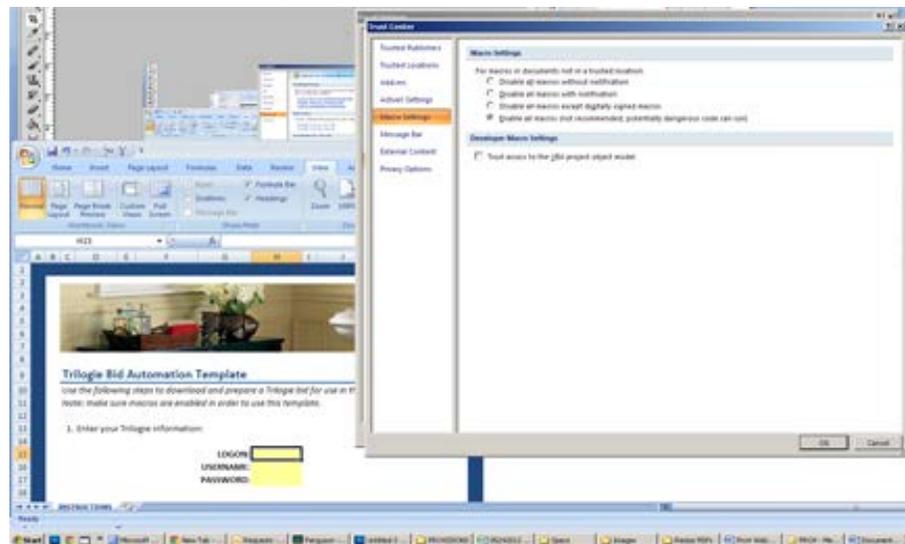
- Enable all macros to run in Excel.
  1. Click the Office button in the top left corner of Excel and choose "Excel Options" from the bottom of the pop-up menu.



2. Choose "Trust Center" from the menu on the left, then click the "Trust Center Settings" button.



3. Choose "Macro Settings" from the menu on the left, then choose "Enable All Macros" from the options.



4. Click "OK" in both open options windows, then close Excel completely.
  5. When Excel is reopened, the settings will be in effect and all macros will be allowed to run
- If, after enabling all macros, a debug error still occurs, delete the copy of the template you are using and [download a new one](#) from the Ferguson Pipeline.

Problem: Bid not found.-

Solution: One of several errors may be occurring:

- Is the branch logon in the LOGON field?
  - Are the Username and Password the same you use to log into Trilogie?
  - All fields are case-sensitive, so ensure that all info is case-correct.
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Problem: Bid times out in Trilogie

Solution: This is a Trilogie error and a ticket should be submitted by the user to IT via the IT self service portal. Include on the ticket the following info: Trilogie times out while trying to download a bid through the BCM using PVIS function. Also, please provide ticket number 206408 to IT).