

# Resolution for creating customer orders (Tagging Orders)

Users are reporting various error messages when trying to create customer orders. The errors are appearing when a customer opportunity has been created, you are then creating a 'new order' by clicking the 'new order' button and accessing SDH to pick up your order and attach it to the customer.

The errors users are seeing are '**error:C1st.int53??**' or '**Dealer-ID is mandatory in mashup URL**'

In most cases, these errors are occurring because the retailer selected on the opportunity record do not match a mandate on the user's profile, they also do not match the brand and site for which the order is being placed.

## How to avoid these errors

- 1) Ensure that you have the correct mandates on your MyPeople profile for all of the brands and sites which you need to place and manage orders for.

The screenshot shows the MyPeople profile for 'Pentagon Oldham'. A search bar at the top contains 'Pentagon Oldham'. Below, there are sections for 'Responsables des ventes (0)', 'Relations de réseau utilisateur (Account) (6)', 'Dealer Sector Relationships (0)', and 'Dealer RM Relationships (0)'. The 'Relations de réseau utilisateur' table is highlighted with a red circle and contains the following data:

User Network Relationship N...	Activity	Brand	Dealer Code
UK-00000000	Sales	Vauxhall	000017V
UK-00000000	Sales	Vauxhall	000017V
UK-00000000	Sales	Vauxhall	000017V
UK-00000000	Sales	Vauxhall	000017V
UK-00000000	Sales	Vauxhall	000017V
UK-00000000	Sales	Vauxhall	000017V

1

Search for the account record for your site

2

The ID's of the users who have this site/brand on their profile listed

In the example above, if you were trying to create an order for Pentagon Oldham Vauxhall and your ID was **not** in this list, you would get the error

- 2) When creating an opportunity or picking up an opportunity created before the changes, ensure that the correct site and brand is selected

The screenshot shows the 'New Opportunity: Quick' form. The 'Destination Dealer Id' field is set to 'Pentagon Oldham'. The 'Accounts' table is highlighted with a red circle and contains the following data:

ACCOUNTNAME	ACCOUNTRECORDTYPE	MOBILE	EMAIL	NATIONALID	FISCALID	PCABRANDS	BILLINGSTREET	BILLINGCITY	BILLINGZIP/POSTAL CODE
Bruder Street Motors/Northington	PCA Outlet					Citroën	Canal Way	Northington	NG2 8HG
Bruder Street Motors/Northington	PCA Outlet					Vauxhall	Canal Way	Northington	NG2 8HG
Bruder Street Motors/Northington	PCA Outlet					Spotcar	Canal Way	Northington	NG2 8HG

For example, if you are trying to create an order for Citroën and you select 'Citroën' in the brand field and then select the 'Spotcar' dealer. You will get an error when you try to progress into SDH.