

# Maximo File Upload – Frequently Asked Questions

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**Q1:** How do I access Maximo?

**Answer:** Effective October 16, 2011 @ 2 PM EST, your Maximo password will change to your Supplier Portal entry password. The Supplier Portal entry site is the first screen you log into to get to the Maximo application. The 2nd screen is the Maximo application screen, where you will enter the same password you used on the 1st screen.

**Q2:** I've followed the manual to access Maximo. I still can't get in. What do I do now?

**Answer:** If you are having problems logging in, send an email to: [Maximo\\_Security@dteenergy.com](mailto:Maximo_Security@dteenergy.com). For all other problems, contact the Supplier Response Team via phone at 313.235.8555 or send an email to: [suppliersupport@dteenergy.com](mailto:suppliersupport@dteenergy.com).

**Q3:** What type of file is needed to upload service entries?

**Answer:** Maximo requires a \*.txt (text, tab-delimited) file to process service entries. From the Excel (.xls) upload template that DTE has provided, refer to the "Creating a Text Tab Delimited File" (page 5) section of the manual for instructions.

**Q4:** Who do I contact when I have questions/issues with the upload?

**Answer:** If the manual cannot answer your questions, contact the Contract Administrator (CA) assigned to the purchase order you have received.

**Q5:** Why will the window not open when I hit the 'download' link to process errors?

**Answer:** Depending upon the pop-up blocker settings in your browser, you may need to hold the 'Ctrl' key while clicking on the 'download' link. This is further described in the "Download Process – Error Correction" (page 30) section of the manual.

**Q6:** When I submit my file for upload, I get a message "the value specified (filename/pathway) exceeds the maximum field length?"

**Answer:** When submitting a file for upload, the entire path (ex. C:/document and setting/...) and the name you saved your file as is used to retrieve your file. This pathway/filename combination cannot exceed 50 characters.

**Q7:** When I submit a file, why do I get a list of errors and no batch reference number is assigned?

**Answer:** The upload process performs two checks; the first check is for format errors. If errors are displayed with no batch reference number being generated, this file failed format check. The entire file did not upload. Refer to "Submitting Service Entry File for Upload" (page 15) section of the manual for instruction.

**Q8:** How do I get a copy of the 'Vendor Remote Access Maximo File Upload' manual?

**Answer:** Contact your Contract Administrator to obtain a copy of the manual.

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**Q9:** After a batch reference number is generated, what happens next?

**Answer:** A reference number being generated reflects that the file submitted has passed the 1<sup>st</sup> (format) check and the records submitted have been successfully uploaded to create service receipts. Note: NO SERVICE RECEIPTS HAVE BEEN CREATED AT THIS TIME. Refer to the “Upload Status” (page 24) section of the manual for instruction.

**Q10:** How long will it take for service receipts to be created?

**Answer:** Maximo processes files on a “first come, first serve” basis. Every 5 minutes, the system performs a “sweep” which identifies all files waiting processing that are in “new” status and begins processing. The systems will process the first “new” file it encounters while changing the status of all other files to “staged”. Once a file begins processing, each line takes approximately 2-3 seconds to process. The system then proceeds to process (in order received) each subsequent file in “staged” status until that grouping is reviewed. Depending upon the number of files ahead of yours “in line” this could take just a few minutes to several hours before the file submitted by you begins processing. Refer to the “Upload Status” (page 24) section of the manual for further definition of file and line item status.

**Q11:** Once my file has processed, when can I expect payment?

**Answer:** Although a service receipt has been created, the payment terms applicable to your purchase order do not commence until the service entry is approved in the system by the authorized DTE personnel. Refer to “Service Receipt Status Monitoring” (page 36) section of the manual to check approval status of service entries.

**Q12:** What do the various ‘process status’ messages mean (new, partial, etc)?

**Answer:** Refer to the “Upload Status” (page 24) section of the manual for file and line status’ definitions.

**Q13:** My file has resulted in errors being generated (partial status). How do I correct them?

**Answer:** Refer to the “Download Process – Error Correction” (page 30) section of the manual for instruction.

**Q14:** I have received a “dollar limit exceeded” message. What do I do now?

**Answer:** Contact the Contract Administrator (CA) assigned to the purchase order you have received. After resolution is received, refer to the “Download Process – Error Correction” (page 30) section of the manual for instruction on how to resubmit the lines.

**Q15:** How can I check if a service receipt has been approved?

**Answer:** Refer to “Service Receipt Status Monitoring” (page 36) section of the manual to check approval status of service entries.