FREE RESOURCE · PLAYBOOK

e-GP Recovery Playbook

Diagnose and fix e-GP procurement plan upload failures. 12 error codes. Step by step.

12 Error codes covered	**7** Diagnostic steps	**4** Recovery pathways

WHO THIS IS FOR:

County procurement officers · Finance directors · NGO operations teams

Any entity where e-GP plan upload failure is blocking procurement and spending

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INTRODUCTION

Why e-GP Plan Upload Failures Cost More Than You Think

In FY 2025/26 Q1, **twenty Kenyan counties recorded zero development expenditure**. Not because they lacked funds — they had the budget. Not because of policy failures. Because their procurement plans could not be uploaded to the e-GP system. Without an approved plan in e-GP, no purchase order can be issued. No PO, no procurement. No procurement, no spending. Budget absorption: 2%.

This playbook gives you the exact diagnostic sequence, the 12 most common error codes with their root causes and fixes, and the recovery pathway for each scenario. It is drawn from Ustadi Africa's hands-on work inside the e-GP portal with county procurement teams and NGO finance offices across Kenya.

WHAT THIS PLAYBOOK COVERS

- ✔ Section 1 — The 7-step diagnostic sequence, in order
- ✔ Section 2 — 12 error codes with root cause and fix
- ✔ Section 3 — 4 recovery pathways by scenario type
- ✔ Section 4 — Escalation contacts and when to use them
- ✔ Section 5 — Post-recovery checklist

Context: Why e-GP Failures Happen

The e-GP system (Electronic Government Procurement) is Kenya's mandatory platform for public procurement under PPADA 2015 and the Public Procurement and Asset Disposal Regulations 2020. All procurement plans must be submitted and approved through e-GP before any procurement activity can begin. A failure at the plan upload stage freezes the entire procurement cycle — no matter how urgent the procurement need.

The most common causes of failure are not technical mysteries. They are account management issues, budget configuration gaps, and process errors that are entirely fixable — usually within 1–5 working days if the right steps are followed.

NOTE: This playbook addresses technical and process failures in e-GP plan upload. It does not substitute for formal PPRA guidance. Where system errors indicate a configuration issue at the PPRA/IFMIS level, use the escalation pathway in Section 4.

SECTION 1

The 7-Step Diagnostic Sequence

Work through these steps in order. Most failures resolve at Step 2 or 3. Do not skip steps — an error later in the sequence often has a root cause that only becomes visible when earlier steps have been completed correctly.

1 **Verify Login Credentials and User Role**

Confirm the user account is active, not locked, and assigned the correct role (Procurement Officer — Plan Upload). Three failed logins auto-lock the account. Contact the Accounting Officer to reset via PPRA helpdesk: eGP-support@ppra.go.ke. **Common failure:** Account exists but no plan upload role has been assigned.

2 **Check Procurement Plan Approval Status in IFMIS**

The plan must be approved at Accounting Officer level in IFMIS before e-GP submission. Navigate: IFMIS > Procurement > Procurement Plans > Approval Status. Status must read "APPROVED". **Common failure:** Plan submitted but awaiting Accounting Officer signature — system shows "PENDING".

3 **Confirm Vote Book Allocation is Active**

e-GP validates plan line items against the active vote book. If the budget vote code has changed, been reallocated, or not yet activated for the financial year, upload will fail with a budget validation error. **Common failure:** Development vote not yet activated at start of new financial year.

4 **Validate Mandatory Fields in the Plan**

e-GP rejects plans with missing mandatory fields even when data appears complete. Required: Item Description, Procurement Method, Source of Funding, Planned Start Date, Planned End Date, Estimated Cost, Funding Currency. All dates must fall within the current financial year. **Common failure:** Procurement Method left blank, or End Date falls into next FY.

5 **Check Supplier Registration Status**

For framework agreements, the referenced supplier must be registered and active in the e-GP supplier database. An inactive, pending, or blacklisted supplier reference will block plan approval. Verify at: e-GP portal > Supplier Management > Supplier Search. **Common failure:** Supplier registration expired or pending annual renewal.

6 **Note the Exact Error Message and Match to Section 2**

Once Steps 1–5 are confirmed correct and the plan still will not upload, note the exact error message or error code. Screenshot it. Match it to the Error Code Reference Table in Section 2. Do not attempt workarounds before identifying the exact error type.

7 **Escalate if Unresolved After 48 Hours**

If the plan cannot be uploaded after Steps 1–6 and the relevant fix from Section 2, escalate using the pathway in Section 4. Include: screenshot, account username, vote code, plan reference number, and steps already taken. Do not restart the plan — this creates duplicate entries requiring PPRA manual removal.

SECTION 2

Error Code Reference Table

These are the 12 most common errors encountered when uploading procurement plans to the e-GP system, drawn from field experience with county procurement teams across Kenya.

ERROR / SYMPTOM	ROOT CAUSE	FIX	TIME
ERR-001 "Invalid Credentials"	Account locked after 3 failed logins, or inactive after 90 days without use.	Request account unlock via Accounting Officer. Reset password through PPRA helpdesk: eGP-support@ppra.go.ke. Do not create a new account — this creates duplicate issues.	**1–2 days**
ERR-002 "Insufficient Privileges"	User account exists but lacks the Plan Submission role. Role must be assigned by the entity System Administrator.	SA assigns role: Admin Console > User Management > Roles > Plan Submission. If SA unavailable, escalate to PPRA with entity code and user account details.	**1–3 days**
ERR-003 "Budget Validation Failed"	Vote code in plan does not match the active vote book in IFMIS. Most common at financial year start before vote books are activated.	Finance department activates vote book in IFMIS for current FY. Confirm vote code prefix matches current year format. Re-submit after activation is confirmed.	**1–5 days**
ERR-004 "Duplicate Plan Reference"	A plan with the same reference number already exists — usually from a previous failed submission that partially processed.	Do not create a new plan. Contact PPRA helpdesk to locate and delete the orphaned entry. Provide exact reference number and entity code.	**2–4 days**
ERR-005 "Invalid Procurement Method"	Procurement Method left blank, or a method selected that is not approved for this entity category or the procurement value threshold.	Refer to PPADA Schedule 1 for applicable methods by value. Restricted Tender, RfP, and Direct Procurement require prior written approval — attach approval letter before upload.	**1 day**
ERR-006 "Supplier Not Found"	Referenced supplier is not registered, registration is expired, or supplier is on the suspended or debarred list.	Verify supplier status at e-GP Supplier Search. If expired: supplier must renew (5–10 days). If suspended: source an alternative supplier — do not delete the plan line.	**5–10 days**
ERR-007 "Date Out of Range"	Start or End Date falls outside the current financial year, or End Date precedes Start Date.	All dates must fall within 1 July – 30 June of current FY. For multi-year procurements, split into annual plan components. Update and re-validate before upload.	**1 day**

ERROR / SYMPTOM	ROOT CAUSE	FIX	TIME
ERR-008 "Funding Source Not Recognised"	Source of Funding code does not match an active funding source in the entity IFMIS profile. Common with donor funding added to IFMIS but not linked to the e-GP entity profile.	IFMIS System Administrator links funding source to entity profile. For donor funding: attach Funding Agreement reference and request PPRA to activate the funding code.	**3–7 days**
ERR-009 "File Format Error"	Bulk upload Excel file fails validation: wrong template version, merged cells, or special characters in description fields.	Download the current e-GP bulk upload template from the portal (not a saved copy). Remove merged cells and special characters. Use the portal's built-in validator before final upload.	**1 day**
ERR-010 "Session Timeout"	Session expires during upload of large plans (100+ line items). Data appears to upload but no confirmation appears.	Split large plans into batches of maximum 50 line items per session. Use a stable connection. Avoid peak hours (9–11am, 2–4pm). Use Chrome or Edge.	**1 day**
ERR-011 "Approval Chain Incomplete"	Plan is stuck in the approval workflow. An approver in the chain is inactive, on leave, or a role assignment has a gap.	Map the approval chain: Admin Console > Workflow > Plan Approval Chain. Identify the inactive approver. Acting appointment must be made by the AO in writing and reflected in the system by the SA.	**2–5 days**
ERR-012 System Error 500/503	Server-side error. System maintenance, database timeout, or PPRA infrastructure issue. Not a user-fixable error.	Check PPRA system status at: https://ppra.go.ke/notices. If no maintenance notice, report via escalation pathway (Section 4) with exact timestamp and screenshot. Do not retry repeatedly.	**Escalate**

SECTION 3

Recovery Pathways by Scenario

Four scenarios account for the majority of e-GP plan upload failures. Identify your scenario and follow the corresponding pathway.

SCENARIO A New Financial Year — No Plans Can Be Submitted

Most common at July start. Vote books not yet activated, system still running on prior year configuration.

1. Confirm IFMIS vote books are activated for new FY with Finance department
2. Confirm e-GP entity profile is updated to current FY with System Administrator
3. Confirm all user role assignments still active (some expire annually)
4. Submit a test plan with a single low-value line item to confirm system is accepting submissions
5. Once test confirms, submit full plans in batches of no more than 50 line items
6. **Timeline:** Typically resolved within 5 working days of FY start if escalated immediately

SCENARIO B Mid-Year Failure — Plans Previously Uploading Now Failing

A system configuration change, supplier database update, or PPRA maintenance has broken a previously working upload flow.

1. Check PPRA notices for any announced system changes or maintenance
2. Confirm no user account or role changes have occurred since last successful upload
3. Attempt upload with a single-line test plan — if this fails, the issue is system-level
4. If test plan fails: escalate immediately (Section 4) — do not attempt to fix system-level issues
5. If test plan succeeds: the issue is in the specific plan content — use Section 2 error table
6. **Timeline:** System-level issues: 2–7 days. Content issues: 1–2 days.

SCENARIO C — First-Time Upload — Entity Has Never Successfully Submitted a Plan

New entity or newly assigned procurement officer. High likelihood of account, role, and configuration gaps.

1. Verify entity registration is complete and confirmed by PPRA (confirmation letter required)
2. Confirm System Administrator account is active with full admin permissions
3. SA assigns Plan Submission role to all relevant procurement officers
4. Finance links all funding sources and vote codes to entity profile in IFMIS
5. Complete Steps 1–5 of the diagnostic (Section 1) before any upload attempt
6. For first upload: use a 3-line test plan to verify the full submission and approval workflow
7. **Timeline:** 5–10 working days for full setup if starting from scratch

SCENARIO D — Plan Uploaded but Stuck in Approval

Plan submits successfully but remains "Pending Approval" indefinitely. Approval workflow is broken or an approver is inactive.

1. Navigate to Admin Console > Workflow > Plan Approval Chain to view full chain
2. Identify any approver with status "Inactive" or "Role Expired"
3. Accounting Officer appoints acting officer in writing for the inactive role
4. SA updates the approval chain in the system to reflect the acting officer
5. Notify acting officer to log in and approve the pending plan
6. Confirm plan status changes to "Approved" before issuing any purchase orders
7. **Timeline:** 2–5 working days depending on HR process for acting appointments

SECTION 4

Escalation Pathway

Use this pathway when the diagnostic steps and error fixes have not resolved the issue within 48 hours, or when the error is clearly system-level.

LEVEL	CONTACT	CHANNEL	RESPONSE	TRIGGER
1	Entity System Administrator	Internal	**Same day**	Account, role, workflow issues
2	PPRA e-GP Helpdesk eGP-support@ppra.go.ke +254 20 3244000	Email + Phone	**2–3 days**	Budget, supplier, system config errors
3	PPRA Director — e-GP Division Formal letter required	Formal letter	**5–7 days**	Unresolved after Level 2, multiple entities affected, or deadline imminent
4	National Treasury — IFMIS Help Desk ifmis@treasury.go.ke	Email	**3–5 days**	IFMIS-side errors confirmed by PPRA as not e-GP errors

Always include in every escalation:

- Entity name and entity code
- User account username (not password)
- Exact error message — paste text and attach screenshot
- Plan reference number and financial year
- Vote code(s) affected
- Steps already taken and the outcome of each step
- Date and time of last failed upload attempt

SECTION 5

Post-Recovery Checklist

Confirm each item before closing the recovery. Skipping this is how the same problems re-emerge at the next financial year start.

PLAN STATUS

- ■ All procurement plans show status "Approved" in e-GP
- ■ Approval chain complete — no gaps or inactive approvers

- All vote codes referenced in plans are active in IFMIS
- All plan dates fall within the current financial year

USER ACCOUNTS

- All procurement officers have active accounts with correct roles
- System Administrator account is active with full permissions
- Password reset cycle is documented and calendared (recommended: quarterly)
- Acting officer appointments reflected in the system workflow

SUPPLIERS

- All referenced suppliers are active in e-GP supplier database
- Supplier registration expiry dates are known and calendared
- Any suspended or debarred suppliers removed from plan references

DOCUMENTATION

- All error codes and resolutions documented
- Escalation correspondence filed and accessible
- Updated SOPs reflect the correct current e-GP upload process
- Staff can demonstrate the upload procedure independently

Still stuck after this playbook?

We work inside the e-GP portal with your team, screen by screen,

until every plan is uploaded and every PO is processing.

WHAT WE DO

- Train your team inside the actual e-GP portal
- Fix every error until plans upload
- Rebuild supplier registrations if needed
- Confirm POs are processing before we leave

WHO IT IS FOR

- County procurement officers
- Finance Directors and AOs
- NGO operations and logistics teams
- Any entity with stalled procurement plans

HOW IT WORKS

- You describe your situation
- We assess and confirm we can help
- Fixed timeline and fixed fee
- We deliver until resolved — not by the hour

Describe Your Breakdown

ustadiafrica.com/contact

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