SAP Ariba

Feature at a glance
Resend failed payments manually and automatically

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SAP Run Simple

Feature at a Glance
Introducing: **Resend failed payments manually and automatically**

Customer challenge

Failed payments requests can be automatically resent to the buyer's ERP once a day. For errors that can be resolved quickly, it is desirable to resend failed payment requests sooner than the next day.

Meet that challenge with **SAP** Ariba

Payment requests that fail with an error code that is in a list defined by the buyer can be resent automatically up to five times (once every eight minutes).

Members of the groups Payment Administrator and Payment Agent can also manually resend failed payment requests.

Experience key benefits

No need to wait until the next day to resend Payment requests that fail due to an error that can be resolved quickly.

Solution area

Operational Procurement / SAP Ariba Buying and Invoicing

Enablement information

A member of the buyer's Customer Administrator group can list the ERP errors for which the SAP Ariba solution should resend payment request documents automatically in the new parameter Application.Invoicing.ERPErrorsThatTriggerAutoResend. This feature is available with the web services channel and hence not applicable for SAP Ariba Invoice Management, since SAP Ariba Invoice Management is using the cXML channel.
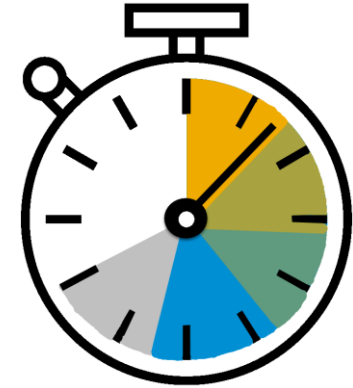This is an optional feature.

Value measure	◐	low
Ease of implementation	◐	simple
Regional limitations	●	global

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Parameter Application.Invoicing.ERPErrorsThatTriggerAutoResend has been introduced where buyers can list error codes from their ERP for which failed payment requests should be automatically resent.

When the ERP system sends an error code that is in this list for a payment request, the SAP Ariba solution will try to resend the payment request for up to 5 attempts in 8 minute intervals.

Members of the groups Payment Administrator and Payment Agent can manually resend failed payment requests.

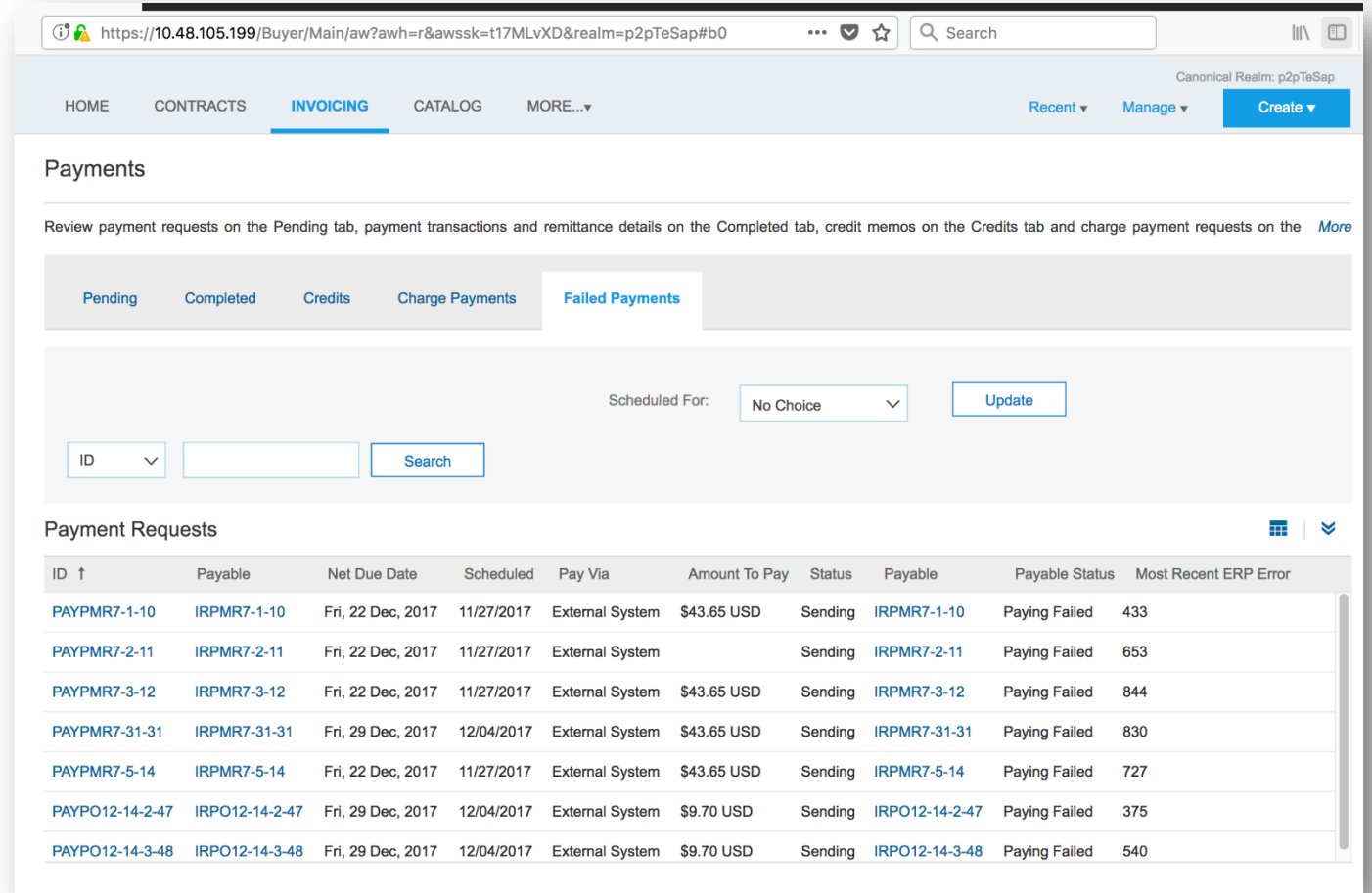The user has the option to add a comment when resending a payment

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Failed payment requests can be found in tab page Failed Payments where the most recent ERP error can be seen in case the payment failed to be sent to the buyer's ERP.

Column Most Recent ERP Error shows the error code that was returned when the payment request was last tried to be sent.

The errors are recorded in the History tab of the payment request and invoice reconciliation document.

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