



SAP Ariba 

# Feature at a glance

## Resend failed payments manually and automatically

Saeed Rezavi, Solution Management, SAP Ariba  
Roger Nyberg, Product Management, SAP Ariba

CONFIDENTIAL

 **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.

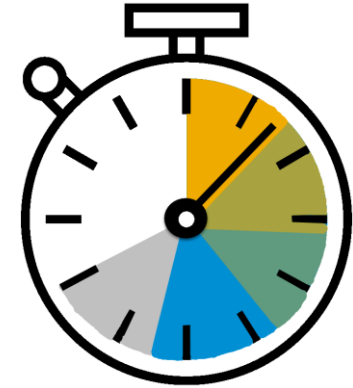
Value measure		low
Ease of implementation		simple
Regional limitations		global

## Feature at a Glance

### Introducing: Resend failed payments manually and automatically

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.



PAYPMR7-1-10 Status: **Sending**

These are the details of the request you selected. Depending on its status, you can edit, change, copy, cancel, or submit the request for approval. You may also print the details of the request. [More](#)

[Force Send](#) [Resend Payment](#) [Print](#)

[Summary](#) [History](#)

History

Date ↓	User	Real User	Action	Summary
Mon, 20 Nov, 2017 9:36 AM	aribasystem		Failed	PAYPMR7-1-10 was not sent to SAPMessagingQueue.
Mon, 20 Nov, 2017 9:36 AM	aribasystem		Push Failed	PAYPMR7-1-10 could not be pushed to external system. <a href="#">Comments</a> .
Mon, 20 Nov, 2017 9:36 AM	aribasystem		Failed	PAYPMR7-1-10 was not sent to SAPMessagingQueue.
Mon, 20 Nov, 2017 9:36 AM	Gene Halas	Gene Halas	Added	Gene Halas added a new comment. <a href="#">Comments</a> .
Mon, 20 Nov, 2017 9:36 AM	Gene Halas	Gene Halas	Resent	Resent payment request. <a href="#">Comments</a> .

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

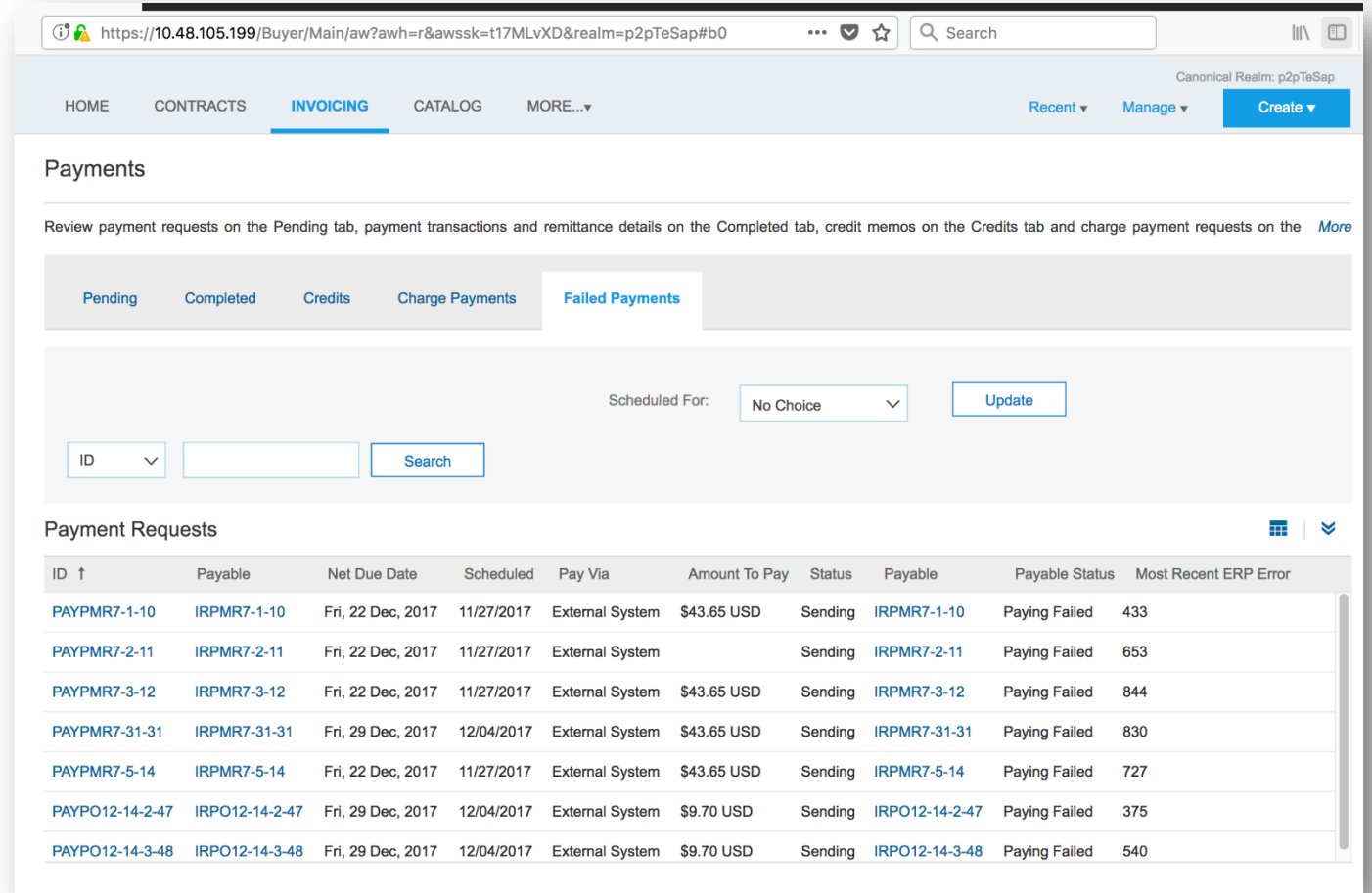
## Feature at a Glance

# Introducing: Resend failed payments manually and automatically

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.



The screenshot shows the SAP Invoicing interface for Failed Payments. The navigation bar includes HOME, CONTRACTS, INVOICING (active), CATALOG, and MORE... The page title is "Payments" and it includes a sub-header with tabs for Pending, Completed, Credits, Charge Payments, and Failed Payments (selected). Below the tabs, there is a "Scheduled For:" dropdown menu set to "No Choice" and an "Update" button. A search bar with "ID" and "Search" is also present. The main content area displays a table of Payment Requests with the following data:

ID ↑	Payable	Net Due Date	Scheduled	Pay Via	Amount To Pay	Status	Payable	Payable Status	Most Recent ERP Error
PAYPMR7-1-10	IRPMR7-1-10	Fri, 22 Dec, 2017	11/27/2017	External System	\$43.65 USD	Sending	IRPMR7-1-10	Paying Failed	433
PAYPMR7-2-11	IRPMR7-2-11	Fri, 22 Dec, 2017	11/27/2017	External System		Sending	IRPMR7-2-11	Paying Failed	653
PAYPMR7-3-12	IRPMR7-3-12	Fri, 22 Dec, 2017	11/27/2017	External System	\$43.65 USD	Sending	IRPMR7-3-12	Paying Failed	844
PAYPMR7-31-31	IRPMR7-31-31	Fri, 29 Dec, 2017	12/04/2017	External System	\$43.65 USD	Sending	IRPMR7-31-31	Paying Failed	830
PAYPMR7-5-14	IRPMR7-5-14	Fri, 22 Dec, 2017	11/27/2017	External System	\$43.65 USD	Sending	IRPMR7-5-14	Paying Failed	727
PAYPO12-14-2-47	IRPO12-14-2-47	Fri, 29 Dec, 2017	12/04/2017	External System	\$9.70 USD	Sending	IRPO12-14-2-47	Paying Failed	375
PAYPO12-14-3-48	IRPO12-14-3-48	Fri, 29 Dec, 2017	12/04/2017	External System	\$9.70 USD	Sending	IRPO12-14-3-48	Paying Failed	540